

amfit

Impress Scanner: user manual



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OVERVIEW

General

The Amfit computer controlled Impress Scanner uses laser technology to scan and record a negative or positive cast, creating a modifiable digital record using Amfit's Correct and Confirm Software.

CAD/CAM production technology then uses the file to carve custom foot orthotics from the laser scan.

The system consists of the Impress Scanner and/or a CAD/CAM Mill, both computer controlled.

See the CAD/CAM Mill manual for instructions on the milling machine set-up and operating instructions.



The Impress Scanner Fabrication System

INSTALLATION

This section covers how to unpack your system, verify you have received all of your equipment, installation considerations including power and space requirements, and setting the equipment up.

- Installation Considerations 3**
- Uncrating the System 4**
- Equipment Checklist 5**
- Diagram of Cable Connection 6**

Installation Considerations

The Impress Scanner is designed for easy installation and will function anywhere there is adequate electrical power. Keep in mind you will need to leave space in front of the Impress Scanner to accommodate the drawer movement in and out.

Power Requirements The Impress Scanner operates with a power input of 110 to 240 VAC, 50/60 Hz, 120 watts.

Placement The scanner, monitor display, and keyboard require a flat tabletop surface for stability.

Grounding Insert the power plug securely into the wall socket. Verify that your wall socket is grounded (in North America, this means a three plug type socket). The system must be properly grounded for safe and reliable operation

Static electricity/ESD Providing a solid ground/power connection is essential to prevent static electricity and electrostatic discharge (ESD), which may disrupt the system.

Installation site power circuit Do not connect other high power consuming equipment, such as copy machines or microwave ovens, to the same circuit as the Amfit system (either Contact Digitizer, Impress Scanner or Milling Machine). This will reduce the possibility of blowing a fuse or activating a circuit breaker in your building when milling. However, this power requirement is not critical for an Impress Scanner only site.

Do not connect other equipment to the same socket. If an extension cord (not recommended) is absolutely necessary, do not connect other equipment to the same extension cord.

Power cord care and hazards Do not step on, or set anything on, the power cord. Be sure that the power cord is not in a position where it would be hazardous.

**Extension cords
(NOT RECOMMENDED)** AMFIT DOES NOT RECOMMEND USING EXTENSION CORDS. However, if an extension cord is absolutely necessary, use a minimum of a 16/3, not to exceed 8 meters (25 feet) in length.

Uncrating the System

Set the Impress Scanner shipping carton upright. Please look for the  icon on the outside of the carton.

Open the shipping carton and carefully remove the white accessory box on top of the foam. Remove both sides of the foam covers, and lift the Impress Scanner (approximately 70 pounds) out of the shipping carton. This may require two people.

A separate shipping carton will contain the scanner, monitor, keyboard, mouse and accessories.

DO NOT CONNECT THE CABLES AT THIS TIME

Equipment Checklist

The Impress Scanner contains the following equipment. Please check your shipment upon receiving to make sure that all parts are included.

Main Units  Impress Scanner
Scanning Tray
DC power supply & power cord
17" monitor
Keyboard and mouse

Software Install Disk  Amfit Desktop Medical Software version 5.4.2

Blanks Pattern  Universal blanks pattern set

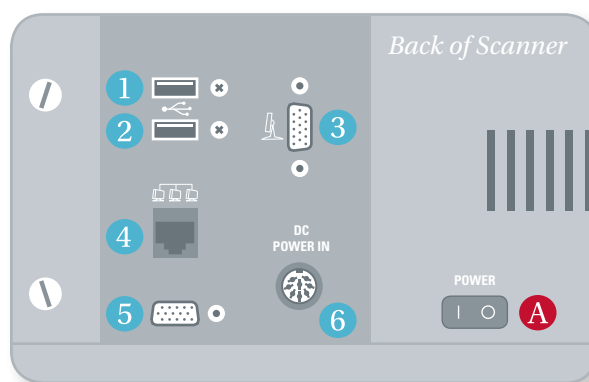
Kits/Samples  Top Cover Sample Ring
Three (3) Footprinter Foam Boxes

Manuals  System user manual
Prescribing Guidelines manual (US only)

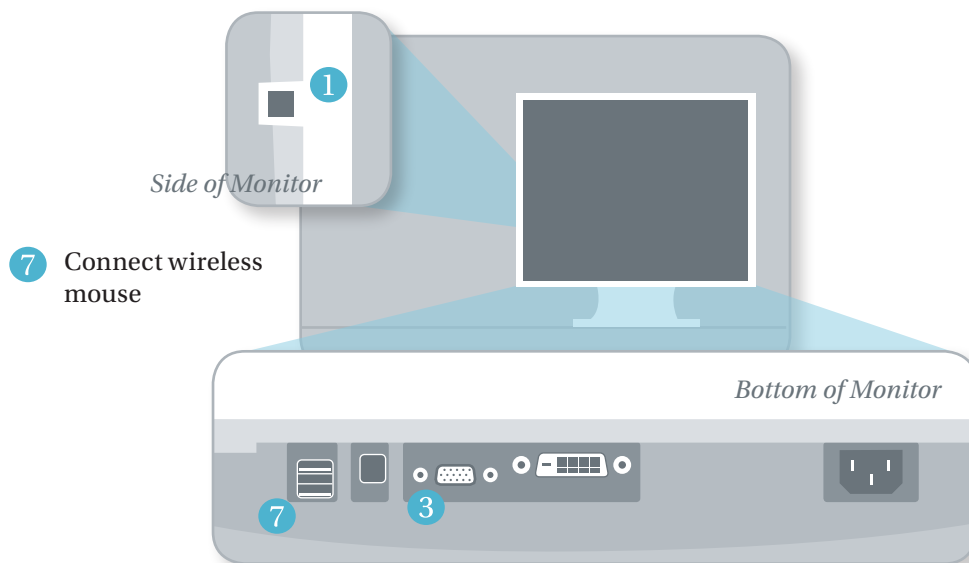
Cables  25 ft. telephone cable
Power cord
USB flash drive
USB modem
Serial cable

Diagram Of Cable Connection

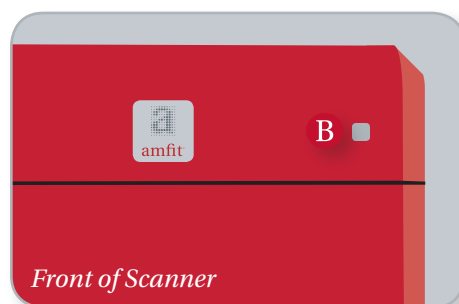
- 1 Connect the Monitor USB cable to the USB connection on the scanner. This allows the USB ports on the side panel of the monitor to function.
- 2 Connect the keyboard USB cable.
- 3 Connect the monitor cable.
- 4 Connect the Ethernet cable for network connections.
- 5 Connect Serial cable to the Cad/Cam Mill.
- 6 Connect the DC Power cord connection



A Main On/Off Switch



- 7 Connect wireless mouse



B Front panel power switch

SOFTWARE OVERVIEW

In this section you will learn how to configure your transfer defaults, viewing defaults, and learn the layout and basic functions of the software.

- Turning the System On 8
- Configuring Your Software Defaults 9
- Getting To Know Your Screen 12
- Software Features Guide 14
- Drop Down Menus. 15

SOFTWARE OVERVIEW

Turning the System ON

First, connect the DC Power Supply. See page 6 for setup instructions. To turn the scanner on, flip the Main power supply on the back of the scanner to the “On” position, and then press the front panel power button. This button will turn green indicating it is powered up.

- 1 After a few seconds, the scanners internal computer will beep and the monitor will display the start up sequence of the computer. The computer will perform a self-test on the scanner and then display the Windows® desktop.
- 2 To begin running Amfit's Correct and Confirm software, double-click on the Amfit icon found on the desktop.

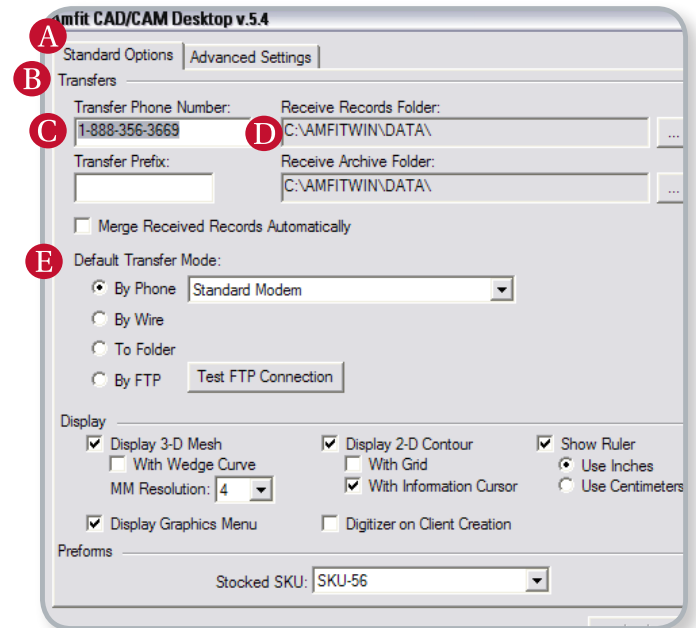


The most common first step is to create a new patient file by entering in information about the patient that will be stored in the customer database. You must create a patient file before you begin the scanning process. See Page 23 on How to Enter a New Customer.

Configuring Your Software Defaults

The Options and Setting section in the software allows you to set defaults that determine specific actions your software makes. This includes how you transfer your records, where you transfer the records, and how your foot records appear after every scan.

To change the default setting, select the Windows menu on the top menu bar. Select *Options & Settings* and a dialog box will open in the *Standard Options* tab.



- A Standard Options Tab**
- B Transfer Box** – Contains several fields where the operator may need to change information.
- C Transfer Phone Number Field** – If you choose to transfer by phone, this is the area where you will need to type in the destination phone number. Amfit's Central Fabrication number will be the default number, but you can change this number if you are using another fabrication facility.
- D Receive Records Folder Path** – The path will always default to C:\AMFITWIN\DATA\. This is where files are stored that are transferred to the equipment.
- E Default Transfer Mode** – Select the most frequent mode of transfer that will be used. This can be changed on a case-by-case basis during the actual transfer. See page 51.

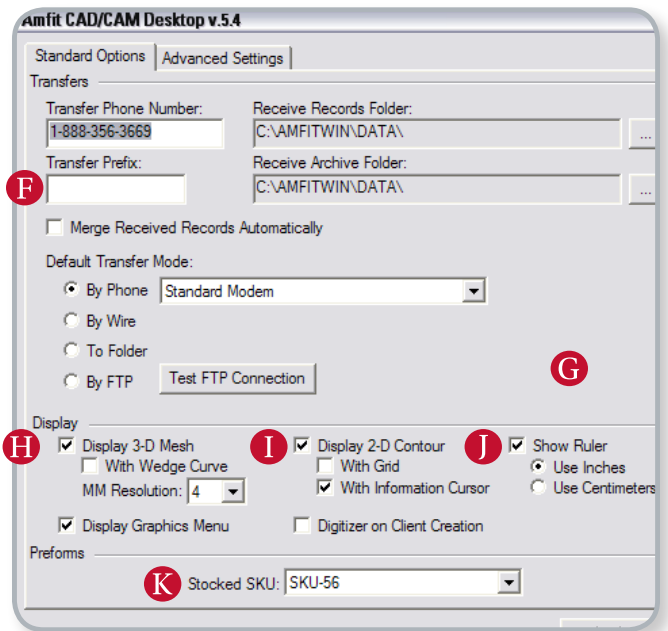
By Phone – Records are sent to a remote location via phone/fax line. The destination is determined by the number entered in the *Transfer Phone Number* field.

By Wire – Records are sent directly to your Milling Station (if applicable). You can only use this option if your scanner is connected to the Mill with the supplied serial cable.

To Folder – Records will be sent to a location on your computer. Use this option if you need to e-mail a record, or save a record to another storage device.

By FTP – Send records via internet, or to a server. To use this option you must be connected to a server with the supplied ethernet cord. Select *Test Connections* to make sure the scanner is communicating to its destination properly.

SOFTWARE OVERVIEW



- F Transfer Prefix** – This number is a factory-generated, unique code assigned to your specific equipment. This prefix allows your lab to identify the records as being yours upon transfer. Do not change this number unless instructed by an Amfit representative.
- G Display Box** – Allows the operator to set the software's *Editor* window appearance defaults.
- H Display 3-D Mesh** – Check this in order to view the 3-D rendering.
 - With Wedge Curve** - Displays the wedge application on the 3-D rendering
 - MM Resolution** – Adjusts the mesh density on the 3-D rendering.
- I Display 2-D Contour** – Check in order to view the 2-D rendering
 - With Grid** – Select this if you would always like to see the pin grid overlay on the 2-D view.
 - With Information Cursor** – Check this option if you would like to have real-time modification information display when you move your cursor over any adjustment.
- J Show Ruler** – Select if you would like to view the ruler on the left side of the edit window, and then choose if you would like that ruler in inches or centimeters by selecting one of the following:
 - Use Inches**
 - Use Centimeters**
- K Preforms Stocked SKU** – If you are carrying the CustomSelect line, or preforms, you can input in to the software which SKU or selected sizes you are carrying. By selecting the correct SKU the *Preform* window, see page 46, will only display item numbers that you are carrying. Call Tech Support if you are not sure which set you should select.

SOFTWARE OVERVIEW

The next tab after *Standard Options* is the *Advanced Settings* tab. Here you are able to add or remove styles, coverings and densities, to be specific to your Central Fabrication facility. However, we recommend you contact Amfit Technical Support before making any changes to these fields.



It is Amfit's recommendation that only advanced users make unassisted changes to the Advanced Settings tab. If you have any questions, please contact technical support.

Amfit CAD/CAM Desktop v.5.4

Standard Options | **Advanced Settings**

Transfers

Wire COM Port: Transfer Index: Transfer Timeout: seconds

Styles

Add Style: Tenths of mm:

Coverings

Add Covering:

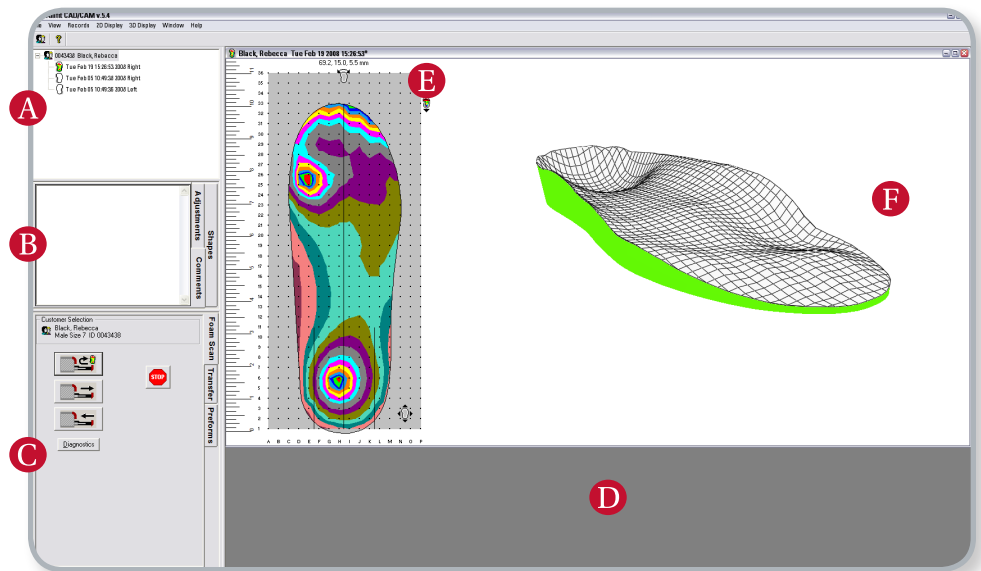
Densities

Add Density:

SOFTWARE OVERVIEW

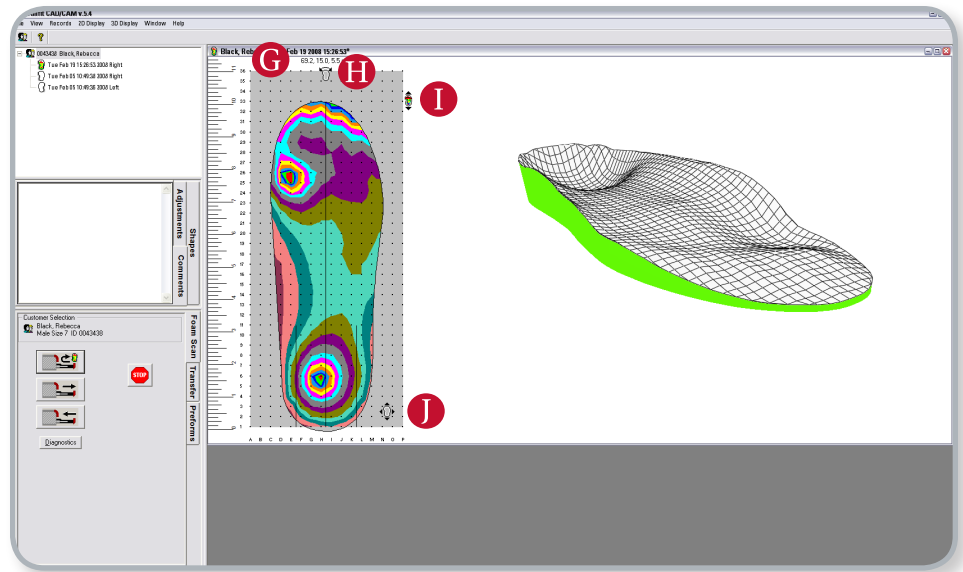
Getting to Know Your Screen

The Amfit Windows-based software enables the operator to interactively edit the contour on the computer screen. This gives you unprecedented flexibility to modify the scanned impression contour. The *Edit* window appears automatically for each side of the impression scanned (left and right). It can also be opened upon command to display any foot contour that has been saved on the system.



- A Patient Window** - Open multiple patient records or view just one. To view the foot files in a patients record, click the (+), then double click on any foot file you would like to edit.
- B Tool Kit** - The tool kit is where you will find all of your modification in the following tabs: Adjustments, Shapes and Comments.
- C Control Window** - Controls the functions of the scanner.
- D Edit Window** - View both the 2-D and 3-D view of the foot file.
- E 2-D Contour Display** - Shows the 2-D rendering of the foot with elevation ranges represented by different colors. See page 18 for the *Elevation Legend*. You will create all of your adjustments on the 2-D view.
- F 3-D Contour Display** - Displays a 3-D rendering of the scan. All adjustments applied to the two-dimensional contour display will be visible on the three dimensional contour display.

SOFTWARE OVERVIEW



- G X, Y, Z Values** - When the cursor is dragged over the 2-D display, the x, y, z values are displayed here in real time. The x represents the distance from the medial side to the cursor. The y represents the distance from the heel to the cursor, and the z represents the height at the exact point of the cursor.

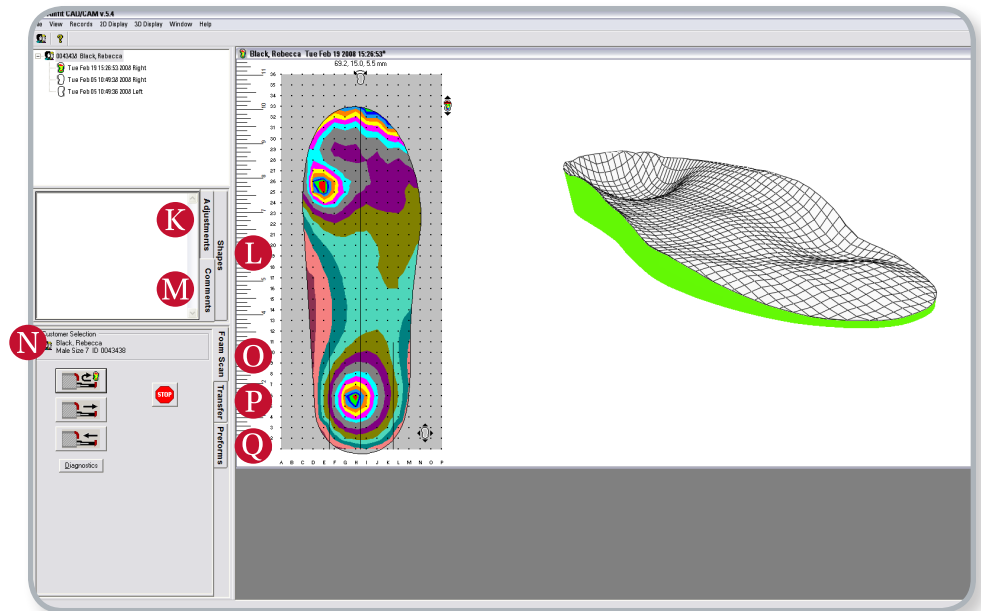
Note: the following three tools relate specifically to scan placement. See page 28 to learn more about how to accurately use these tools.

- H Forefoot Rotation** - Rotates the forefoot of the scan from right to left while pivoting around the heel.
- I Contour Reduction** - Reduces the contour under the phalanges and met heads.
- J Directional Tool** - Moves the entire scan in any of four directions: up, down, right, left.

SOFTWARE OVERVIEW

Software Features Guide

The following features are important features of the scanning, design and transfer processes and are explained in further detail in latter sections. The features are listed below along with the page number to find how to use them.

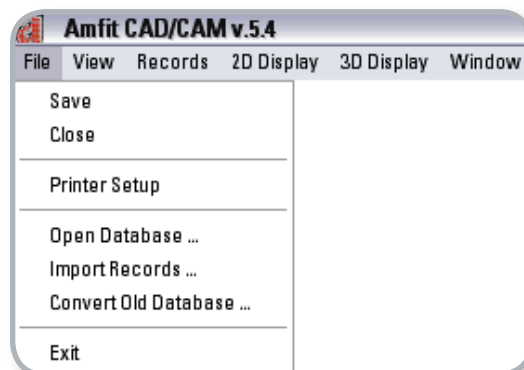


- K Adjustments Tab** - see page 42
- L Shapes Tab** - see page 32
- M Comments tab** - see page 45
- N Customer Selection Window** - see page 22
- O Scan Tab** - see page 22
- P Transfer Tab** - see page 50
- Q Preforms Tab** - see page 46

SOFTWARE OVERVIEW

Drop Down Menus

File



Save Saves a record of this selected foot file. If there has been a previous save for this patient on this foot, the system will ask if you would like to overwrite the existing records. See page 47 for more information on saving your records.

Close Closes the open orthotic record.

Printer Set-up Allows you to choose a printer that is connected to the system and print out a patient's scanned image.

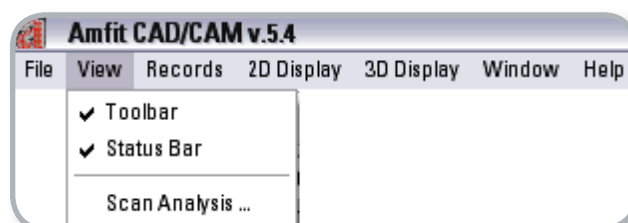
Open Database Allows you to select a database. This is an advanced feature.

Import Records Allows you to import records from another location and add to the main database.

Convert Old Records Allows conversion of Amfit software versions 3x and 4x 16-bit records to 5x 32-bit records.

Exit Closes the Amfit program.

View

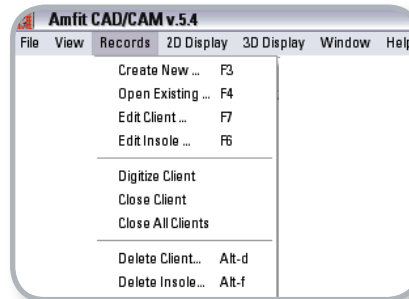


Toolbar Displays the top bar where the print option can be found.

Status Bar Displays the bottom bar, which displays the status of the equipment.

Scan Analysis Displays volumetric analysis of scan data.

Records



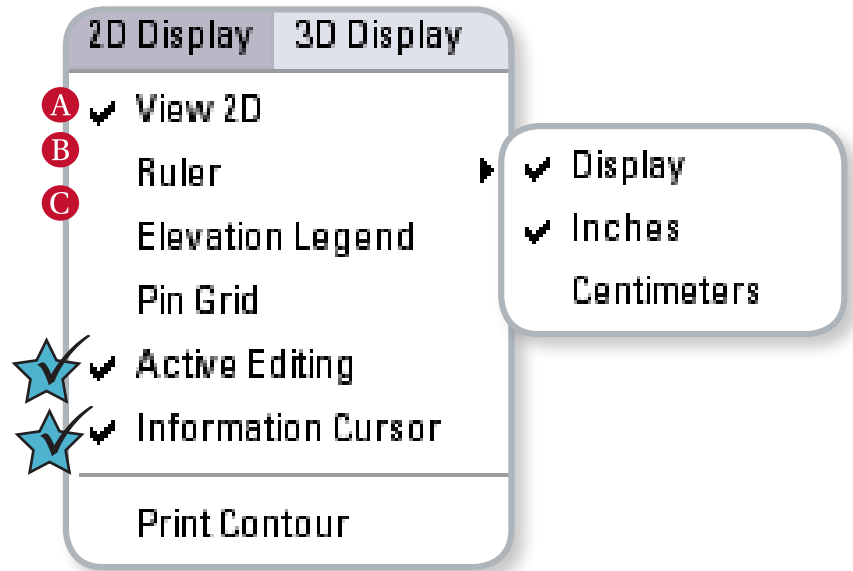
- | | |
|--------------------------|---|
| Create New | Opens the <i>Customer Information</i> window, allowing you to enter a new client into the database. |
| Open Existing | Opens the <i>Select Client</i> window so that you can select a client already in the database. |
| Edit Client | Allows you to change customer information in the <i>Customer Information</i> window. This option is only displayed when a client is active in the user workspace. |
| Edit Insole | Allows you to make changes to a foam impression already scanned. This option is only displayed when there is an active file in the edit window. |
| Digitize Client | Allows you to send a customer to the <i>Customer Selection</i> window before the client is scanned. |
| Close Client | Closes the active client in the patient window. |
| Close All Clients | Closes all clients that are in the patient window. |
| Delete Client | Allows you to delete clients from the database. Option is available only when there is an active client in the patient window. See page 48. |
| Delete Insole | Allows you to delete an orthotic under active client. The orthotic must be highlighted for this option to appear. See page 48. |

SOFTWARE OVERVIEW

Drop Down Menus - 2-D Display



A check mark indicates an option is turned on.



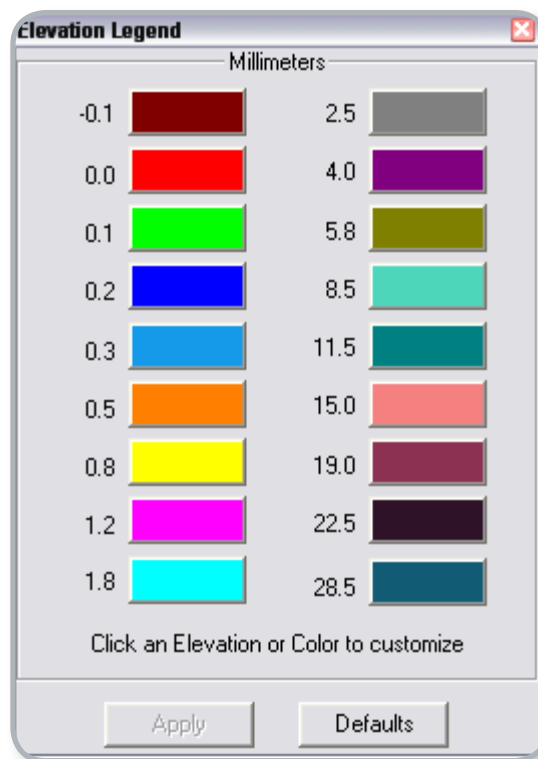
- A View 2-D** - If checked, this option displays the 2-D version of the scanned impressions on the right side of the editing window. Unchecking this option will show only the 3-D version in the editing window.
- B Ruler** -
 - Display** - turned on, this will show ruler on the left of 2-D display.
 - Inches** - turned on, this will display the ruler in inches.
 - Centimeters** - turned on, this will show the ruler in centimeters.
- C Elevation Legend** - Shows the color interpretation of the foam impression elevation on the 2-D display. See page 18 for the elevation legend
- D Pin Grid** - Displays a dot array on the 2-D display. (This feature is not applicable to Impress Scanner users)
- E Active Editing** - Typically, this should remain checked. It shows adjustment elevations on the 2-D display. If unchecked, it displays the originally scanned contour elevations.
- F Information Cursor** - Should remain checked. This icon  will appear when the cursor is placed over an adjustment shape on the 2-D display and will display the elevation of the adjustment..

Elevation Legend

Each color in the 2-D display represents a range of elevation. If the option is checked on the 2-D Menu, the figure below will be displayed.

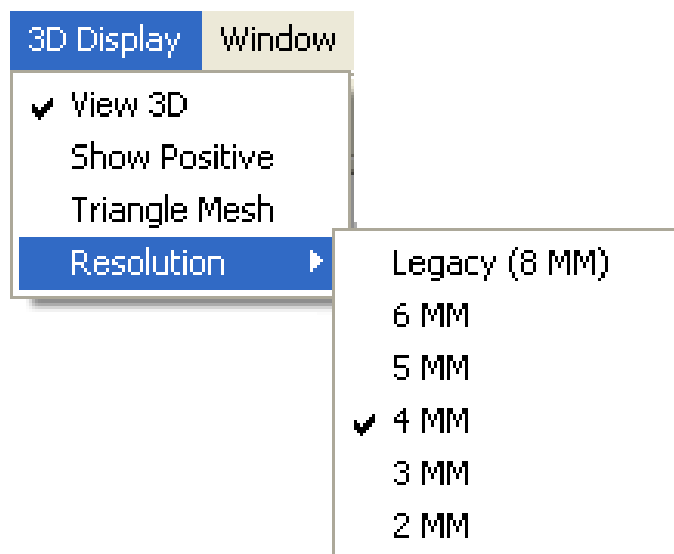
Notice that after the 0.3 mm reading, the increments increase. The range of a color represents the listed elevation up to the next elevation. For example, any light blue that's indicative of elevations from 0.3 mm to 0.49 mm.

Go to page 13 to see how to find out the exact height of any point on the screen in real time.



Drop Down Menu - 3-D Display

The 3-D display shows a computer-generated visualization (rendering) of the adjusted orthotic. All adjustments that have been made to the 2-D display are immediately generated and able to view on the 3-D display.



View 3-D If checked, this option displays the 3-D version of the scanned impressions on the right side of the editing window. Unchecking this option will show only the 2-D version in the editing window.

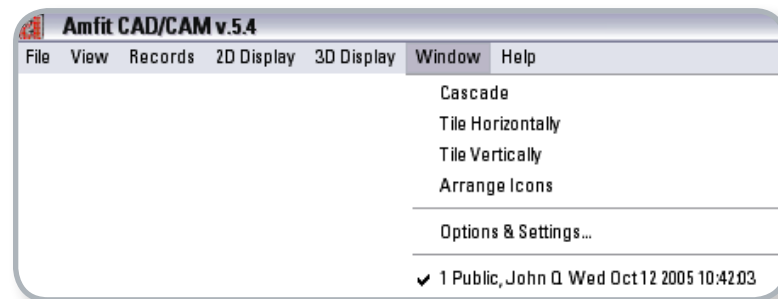
Show Positive When checked, displays a positive rendering of the scanned impression

Triangle Mesh Displays a denser mesh in 3-D display.

Resolution Adjusts the resolutions of the mesh in the 3-D display.

Drop Down Menus continued

Window



Cascade Allows the *Editor* windows to “sit” on top of each other when more than one are open.

Tile Horizontally, or Tile Vertically Arranges the opened *Editor* windows horizontally or vertically depending on your choice.

Arrange Icons Arranges minimized orthotic icons into order by date/time.

Options & Settings Displays the *Options and Settings* window, see page 9.

Help



Contents Brings up the Amfit Help system in your software.

About Displays a “splash” screen, showing the software version and a browser link to the Amfit website.

THE SCANNING PROCESS

In this section you will learn how to enter in a new patient record, open an existing patient record, proper scanning method for different casts, and how to properly adjust the scan.

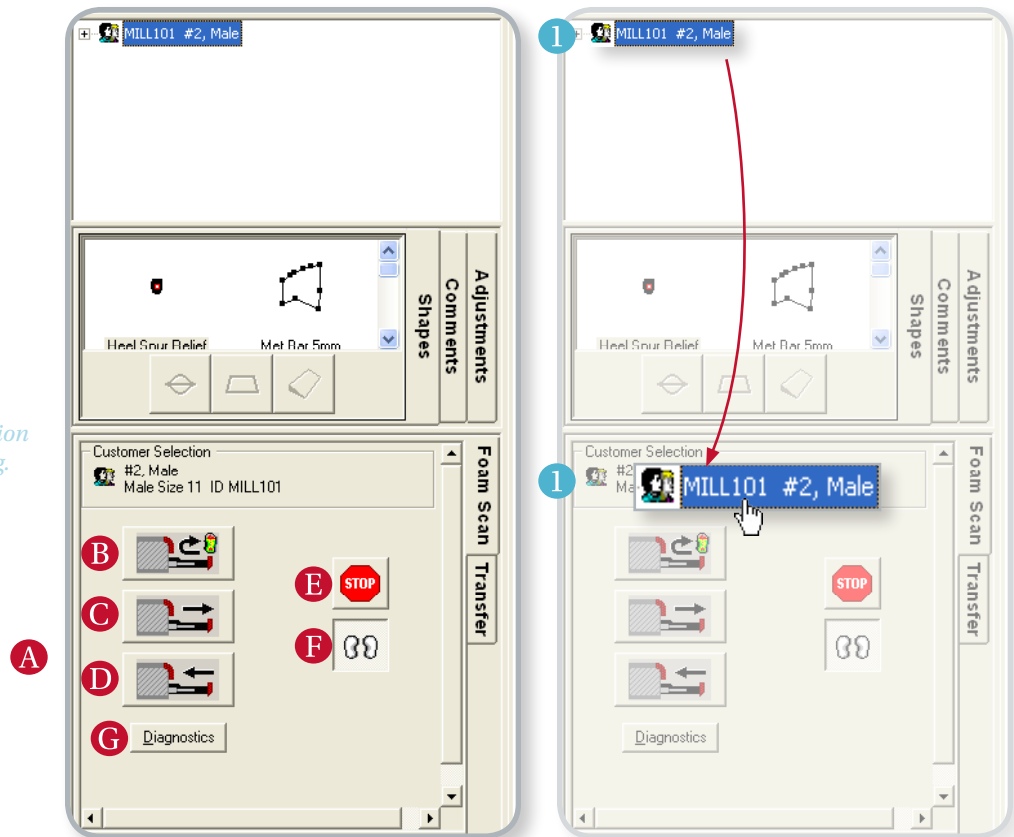
- Screen Overview 22**
- Creating A New Patient Record 23**
- Opening An Existing Patient Record 24**
- How To Scan. 25**
- Scanning a Foam Box. 26**
- Scanning a Positive 27**
- Modifying Your Scan Placement 28**

THE SCANNING PROCESS

Screen Overview



STOP: Make sure the correct customer is in the Customer Selection window before you begin scanning. You cannot transfer a foot file to another customer record.



- A** Control Panel
- B** Scan Button
- C** Open Drawer Button
- D** Close Drawer Button
- E** Stop Button - Immediately stops the scanning process
- F** Positive Scan Button - Depress this button to scan a positive cast
- G** Diagnostic Button - Used primarily by Amfit Technical Support.

- 1** You must drag and drop the customer record in to the *Customer Selection* window in order to scan this patient's cast.

THE SCANNING PROCESS

Creating A New Patient Record

To create a new patient record, click on the *Records* drop down menu, then choose the *Create New* option. The following *Customer Information* window will be displayed, allowing the operator to type new patient information.



All Fields are mandatory; however, only one character is required in each field. They do not have to be filled out entirely.



After typing information into a field simply use the TAB key on your keyboard to move to the next field.



Did you notice the F3 next to the *Create New* option? This is a shortcut key. You will see many of these shortcut keys next to your options that you can use instead of clicking options with your mouse. To open a new *Patient File*, click on the F3 button on your keyboard at any time.

- A Customer Information** - This section requires the operator to type patient information.
 - B Patient Preferences Screen** - You may select patient preferences or operator recommended options for *Top Cover*, *Density* and orthotic *Style* here. See page 62 for details.
 - C Size** - Enter in the patients correct foot size. Use a Brannock scale for accurate sizing.
 - D Thickness** - This determines the base thickness of the orthotic. Some *Style* will change the default thickness, however you can override any default thickness in this field.
- 1 Hit **OK** when you have entered in all of the information. Then, be sure to drag their contact name down to the *Customer Selection* window in order to scan them.
 - 2 The customer information should automatically load in to the Customer Selection window. If not, then drag and drop the customer record in to the Customer Selection window in order to begin the scanning process. See page 22.

THE SCANNING PROCESS

Opening An Existing Client Report

To open an existing client/patient, click on the Records menu and select Open Existing.



You may also click on the  icon, or hit the F4 button on your keyboard. The following dialog box will open.



Entering just a few letters of the first or last name in either the First or Last Name field and clicking Search, will cause the software to begin searching, and all possible matches will be shown in the Existing Customer window below.

Identification	Name	Address
----------------	------	---------

- A Client/Patient search criteria fields**
 - B Existing Customer window** - will show results of search.
 - C Search By** - If you are not sure of the name, you can change your search criteria to a period of time or record ID number.
-
- 1** To select a record, click one record inside the *Existing Customer* window to highlight.
 - 2** Next click on the OPEN button.
 - 3** Drag the customer record in to the Customer Selection window. See page 22.

THE SCANNING PROCESS

How to Scan

First, enter a new record, or open an existing patient record. See page 23. Then drag their file in to the *Customer Selection* window. See page 22. Click on the *Open Drawer* button in the *Control Panel*. Then follow the directions based on the casting method you are scanning

The Impress Scanner is designed to scan most foam boxes, including Biofoam, Foamart, and Amfit's Footprinter boxes. In general, the Impress Scanner can scan any box that fits within these dimensions when is open: 15" long x 13" wide x 2" high (38cm long x 33cm wide x 5.7cm high)



THE SCANNING PROCESS

Scanning a Foam Box

Remove the positive tray if it is in the drawer. Place the impression box into the drawer, laying it flat on the tray, and open-faced with the heel in the back and the toes pointing towards the front. It does not matter which side the left or right impression is on. Push the box to the very back of the tray. Hit the *Scan* button.

It takes approximately 30 seconds to scan a cast, and approximately 15 more seconds to process the information before displaying the results.

After the Impress Scanner has completed the scanning process, the drawer will end in the open position. The computer will calculate the image data and display the *Edit* windows for both the left and right foot.



THE SCANNING PROCESS

Scanning A Positive

The Scanning Tray - The Scanning Tray has guide marks that show exactly where the positive casts should be placed for optimal results. To place the tray inside the drawer, simply open the drawer by selecting the Open button on your software, and insert the tray. Make sure the tray is oriented correctly.

Next place your positive on the correct guidelines. The positive cast should be placed so that the toe is pointing towards the back of the scanner.

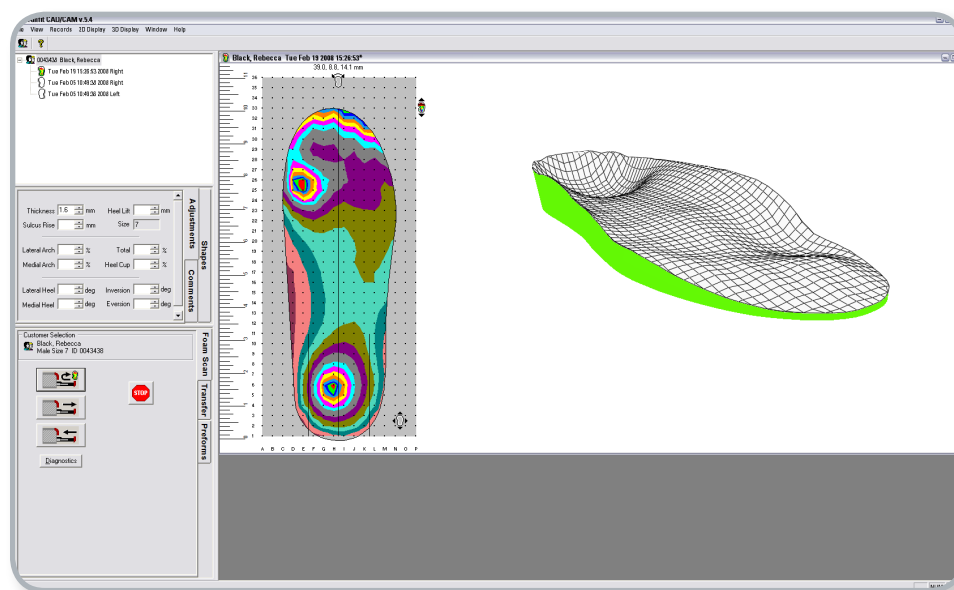


Depress the Positive Scan button found in your Control Panel. See page 23

Then, press the Scan button.

THE SCANNING PROCESS

Modifying Your Scan Placement



STOP! Do not close the files until you are completely satisfied with the placement of the scan and toe plate. These three features are not available once you close the file the first time.

When you scan your cast, the software will automatically create a right and left foot file, and cascade them as shown above. Before you begin designing the orthotic you may first want to center the scan, and then reduce the forefoot contour.

You do not have to use all or any of the following three features. If you are satisfied with the immediate scan then you can skip the following steps and begin making your modifications.

Centering the Scan

The software is designed to recognize the forefoot and rearfoot, and center them in to the software template. Because of this feature, the impression does not have to be perfectly straight in order to achieve a successful scan. However, there are two design tools that provide additional methods for centering the scan in to the template.

THE SCANNING PROCESS



- A Forefoot Centering Tool** - allows you to rotate the forefoot from right to left while pivoting around the heel. To use, click and hold on the icon and move your mouse from right to left. Or, using your keyboard, click and hold Ctrl and click on the left arrow or right arrow key.
- B Directional Tool** - allows you to move the entire scan from right to left, or up and down. To use, click and hold the icon and drag your mouse up and down. Or, using your keyboard, click on any of the directional arrow key.

Adjusting the Forefoot Contour

- C Contour Reduction Tool** - allows you to flatten out the area under the metatarsals, creating a flat, smooth orthotic under the phalanges. The tool should be positioned just distal to the metatarsal heads. Or, using your keyboard, hold Ctrl and click on your up or down arrow keys.

NOTE: There is no specific rule for placing the contour reduction tool since every impression box will be unique. We suggest that you move the tool proximal enough to reduce the contour under the phalanges, but keep it distal enough so it does not affect the contour under the met heads.

If using the mouse, the revised placement will occur upon release of the icon with your mouse.

- D New Scan Right Click Menu** - the following two options are only available for a newly scanned foot file.
- E Make Left Foot/Make Right Foot** - The software will automatically try to identify the right and left foot and create the foot file in the appropriate template. If, however, the software creates the file in the wrong template, right click over the 2-D contour and select *Make Right/Left Foot*. This selection will automatically change to the opposite foot depending on the existing template.
- F Restore Original Data** - If you are unsatisfied with your scan placement and would like to start over again then select *Restore Original Data*. This will revert the scan back to its original position.

USING THE TOOLKIT

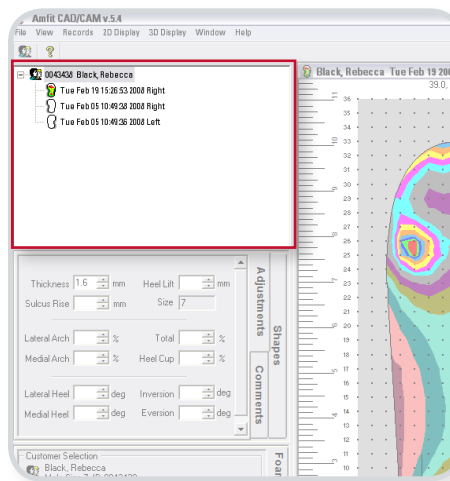
In this section you will learn how to use the features of the tool kit - shapes, adjustments, and comments - to make modifications to your orthotic design. You will also learn how to use the Preforms Tab.

Toolkit Overview	31
Shapes Library	32
Draw Tools	34
Adjustments Tab	42
Comments Tab	45
Preforms Tab.....	46
Saving/Deleting Records.....	47

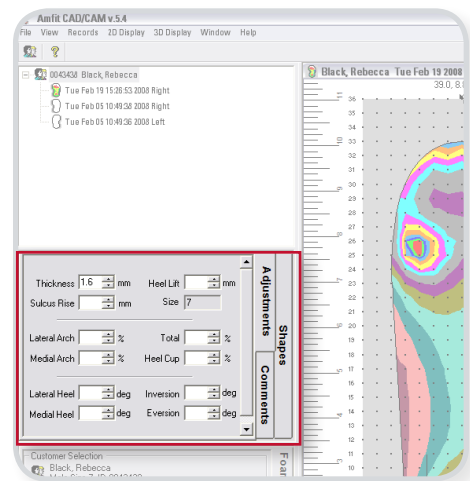
USING THE TOOLKIT

Toolkit Overview

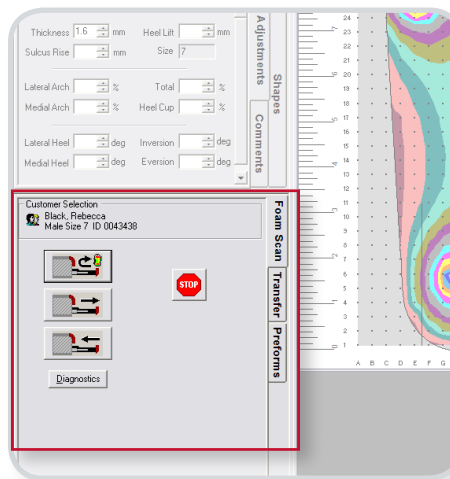
The following pictures illustrate the four main work areas of the software.



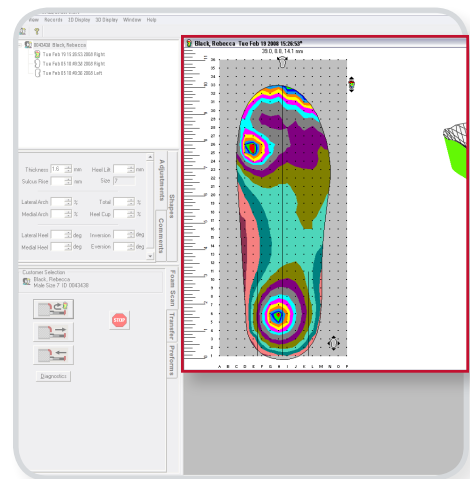
Customer Selection Section



Shapes, Adjustments, Comments



Foam Scan, Transfer, Preforms

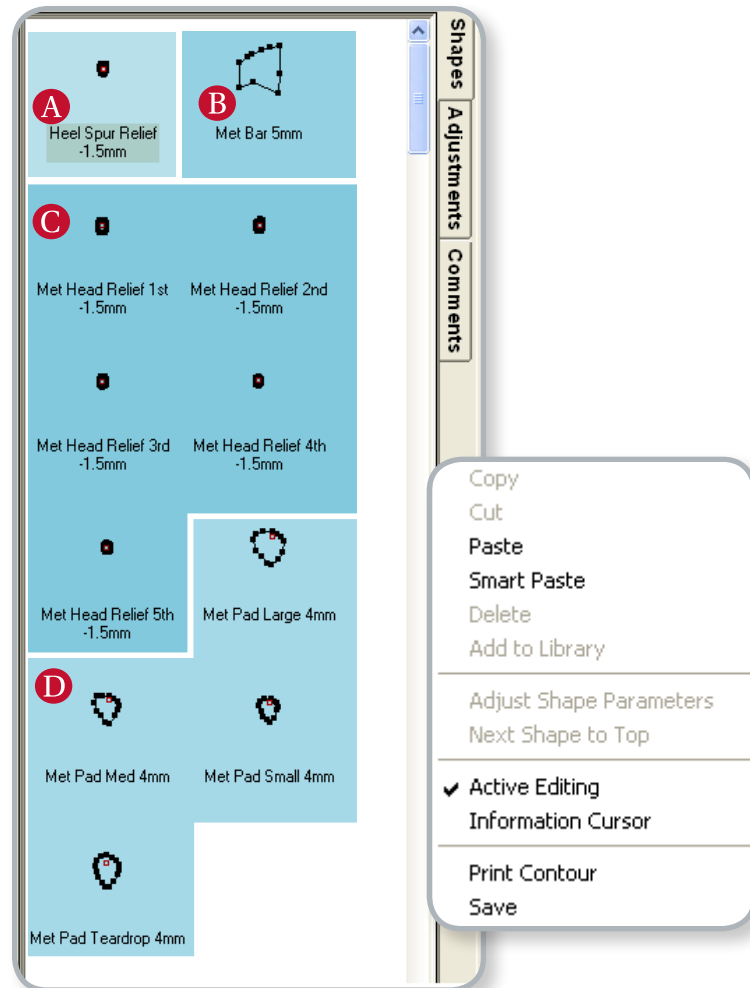


Drawing Area

Shapes Library

The Shapes Tab holds your Shapes Library and Draw Tools.

You can modify any shapes found in your library as well as create your own. For more information see page 39.



Default Shapes Descriptions

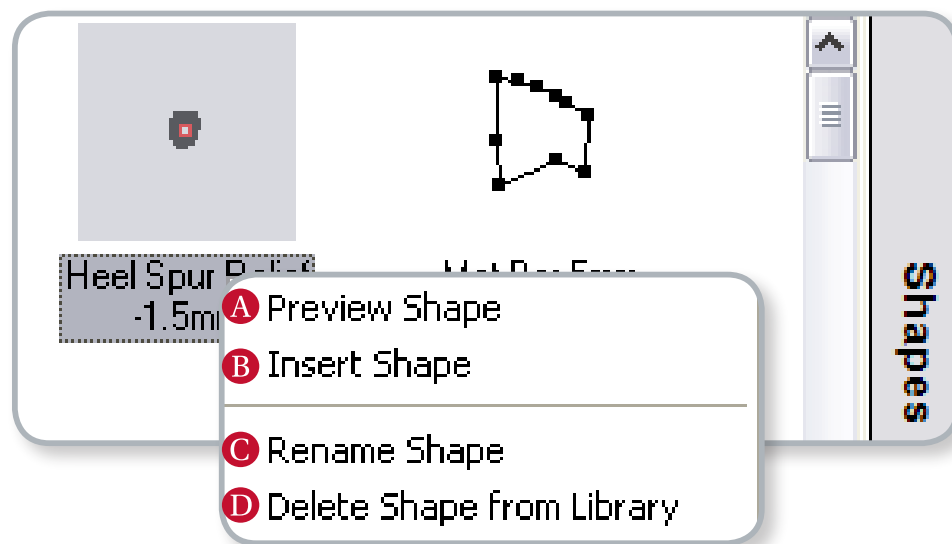
- A Heel Spur Relief** – Automatically places a round, -1.5 mm depression under the lowest point in the heel.
- B Met Bar 5 mm** – Adds a 5 mm metatarsal bar
- C Met Head Relief 1st through 5th** – Places a -1.5 mm depression under the named metatarsal heads
- D Met Pads** – You have four options of 4 mm metatarsal pads to choose from.

To use the shapes, right click over the desired shape and select *Insert Shape* (see page 33). Or, drag and drop the shape on to the 2-D rendering.

USING THE TOOLKIT

Right Click Menu

The magnified diagram below shows the *Right Click* menu within the *Shapes* tab.



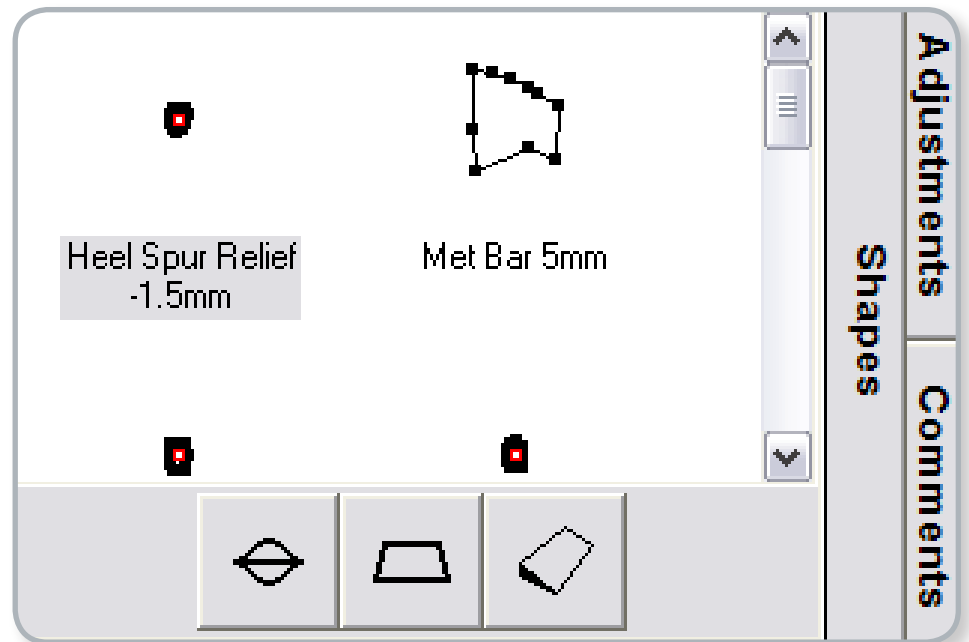
You can also insert a shape by clicking on the shape and dragging over to the 2-D rendering and then dropping it on to the shape. Because of the software's "Smart Features" the shape will automatically resize to the foot and mirror itself for the right or left foot.

- A Preview Shape** - Allows you to see what the orthotic will look like with the following adjustment; however, it doesn't actually insert it. When you choose *Preview*, it will change the contour of the 3-D rendering. As soon as you click off of the shape, the foot will return to its previous contour (without the adjustment).
- B Insert Shape** - Inserts the shape onto the rendering in its most appropriate area for the adjustment. See page 40 for more information on how to insert a shape in to the *Shapes Library*.
- C Rename Shape** - Turns the name of the shape into a text box and allows you to Type whatever name you decide is appropriate for the shape.

NOTE: A good name should say what the adjustment is or where it's being placed, and the adjustment value. For example: Navicular Relief -4 mm.
- D Delete Shape from Library** - Permanently deletes the selected shape from the library.

Draw Tools

The magnified diagram below shows the Right Click menu within the *Shapes* tab.



General Draw Tool Guidelines

- Click on, or depress, the tool you want to use.
- Draw the desired shape

See page 35 for instruction on how to use the draw tools.



Bump Tool - Adjustment Range: -30 mm to 30 mm. Draws a dome or depression-like shape with the highest or lowest elevation at an apex.



Pad Tool - Adjustment Range: 0-15 mm. Draws a mesa-type shape.



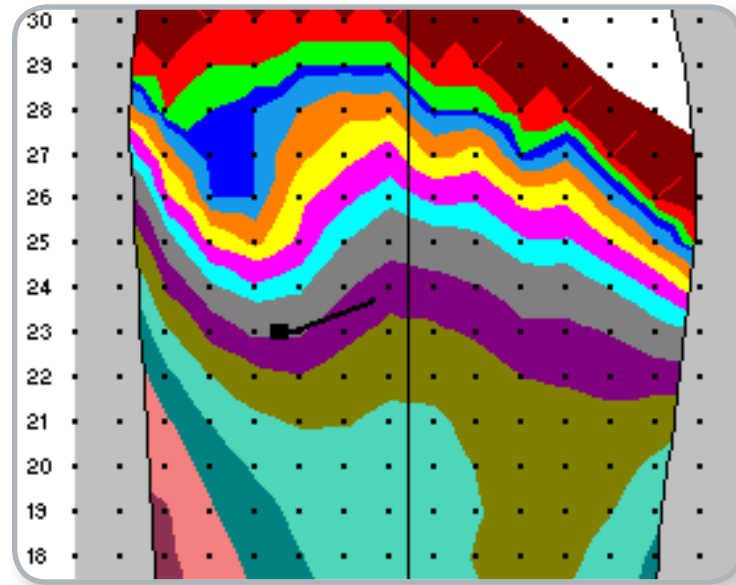
Wedge Tool - Draws a wedge or post, with a user-defined slope in one of four directions: medial, lateral, distal or proximal.

USING THE TOOLKIT

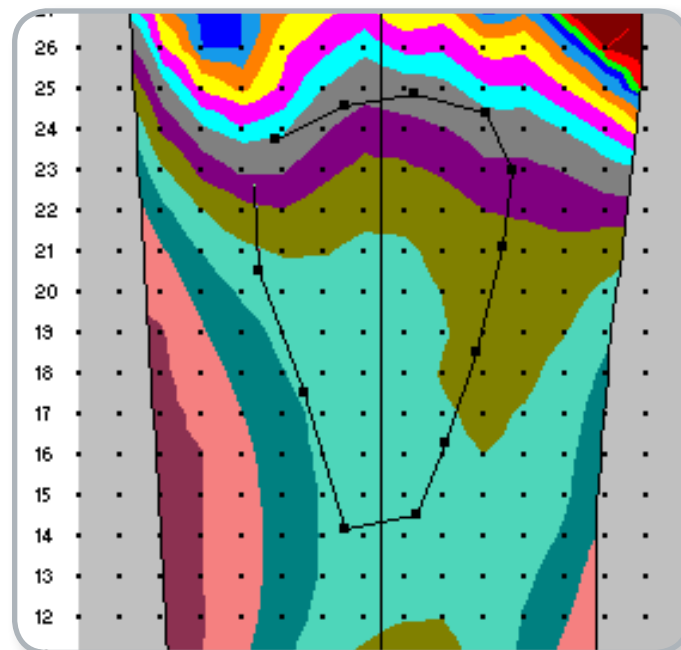
Draw Tool Guidelines

The following guidelines illustrate how to use the *Draw* tools and the *Shapes Library*. The illustration below shows the *Bump* tool; however, the steps will be the same for all of the draw tools.

Click on the first point and continue to click, or draw, your desired shape.

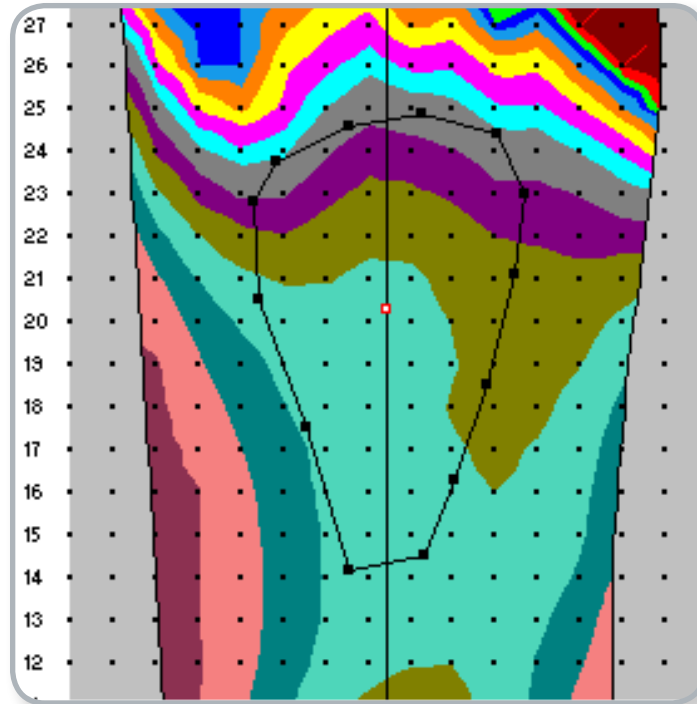


At your last point, instead of making a single click you will double-click at that point in order to close and complete the shape. Note that you have only drawn the area perimeter of the shape. You still need to define the height of the shape.

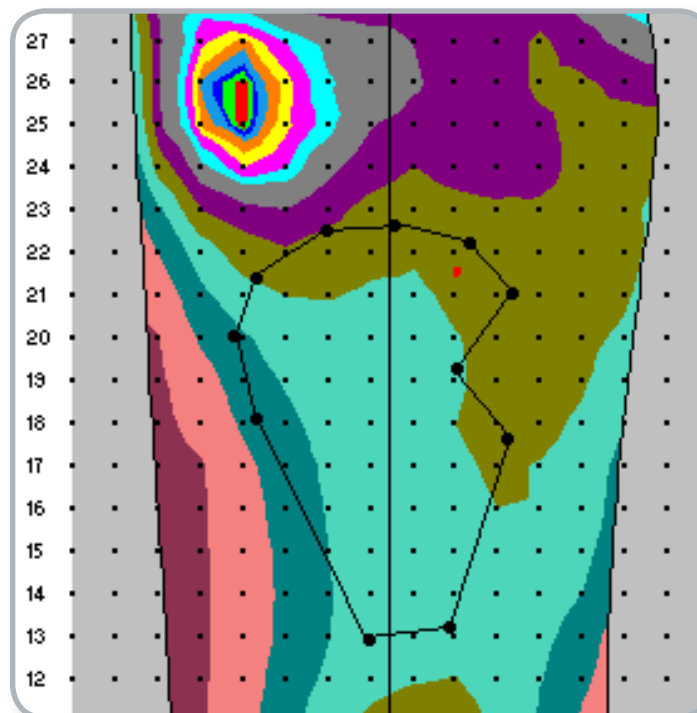


USING THE TOOLKIT

If you are getting an error message that states, “This shape is invalid and cannot be drawn,” then try to redraw the shape so that every point can see all the other points of the adjustment.



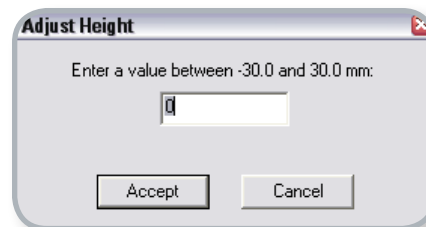
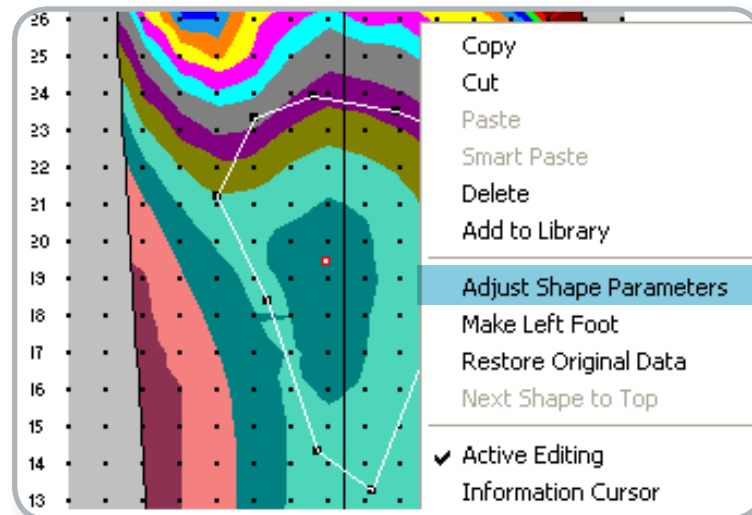
Good Shape



Bad Shape

USING THE TOOLKIT

Right click over the shape to bring up this menu. Click on *Adjust Shape Parameters* and then enter the desired height in the Adjust Height window. See below.



You can also adjust the height by placing your mouse cursor over the adjustment and, using the mouse wheel, scroll up or down to increase or decrease the height.

Enter *Accept*, and you should now be able to view the adjustment on both your 2-D and 3-D view.

If you are working with the wedge tool your *Adjustment* window will look like this.



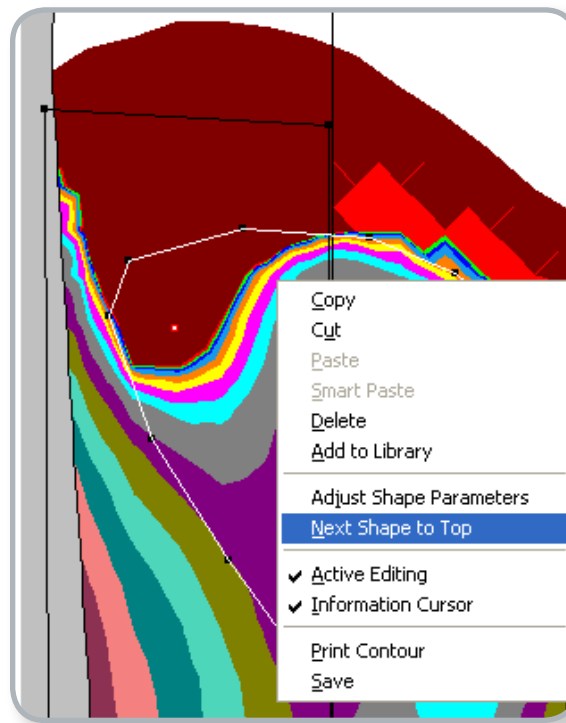
The *Slope Direction* refers to the beginning side, or highest side of the wedge.

When using the wedge tool we suggest limiting the shape to 4 points, such as square or rectangle, in order to create an accurate wedge or post.

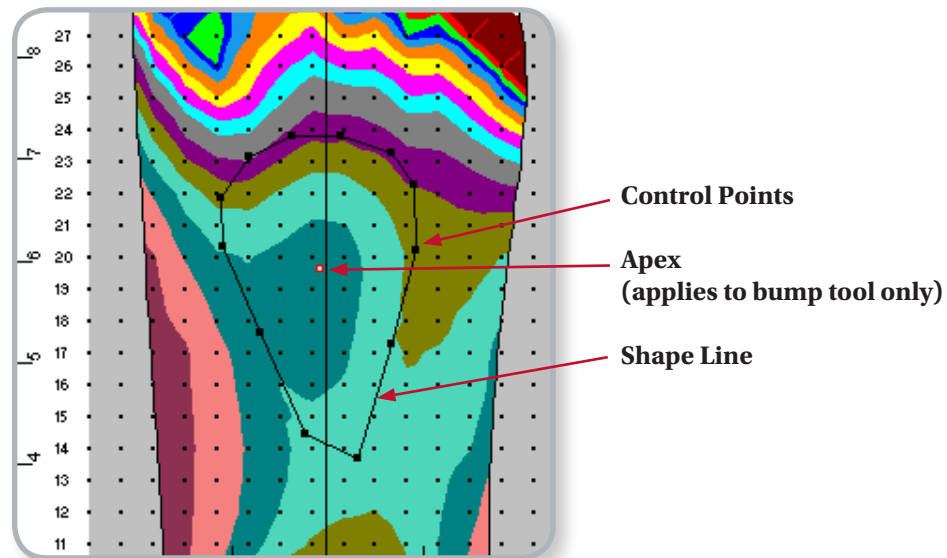
Next Shape To Top

If you have shapes that overlap each other then you will not be able to select the shape underneath, so you will not be able to modify that shape, unless you bring it to the top.

Right click above the shape you want to work with, then select *Next Shape to Top*. You can use this option.



Modifying the Shape



You can easily modify the shape of your adjustment. Click and hold a *Control Point* to change the shape of your adjustment at any specific control point.

To make the adjustment larger or smaller in ratio, click and hold on the *Shape Line* and move your mouse towards or away from the center of the shape.

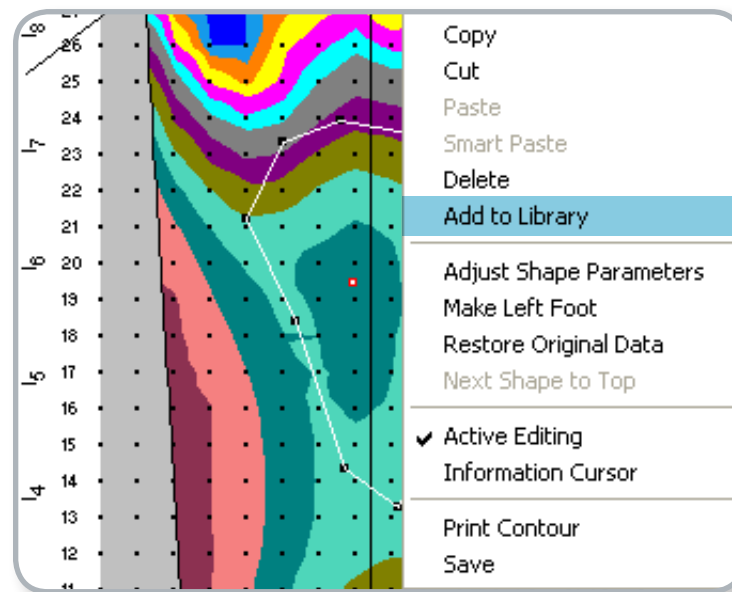
To move the adjustment, click and hold anywhere within the shape and move it to the desired location.

If you are working with the bump tool you also have the option to move the *Apex*, or highest/lowest point, of the shape. Click and hold on the small red square in the middle of the adjustment to move the apex to its desired location.

Saving to the Shapes Library

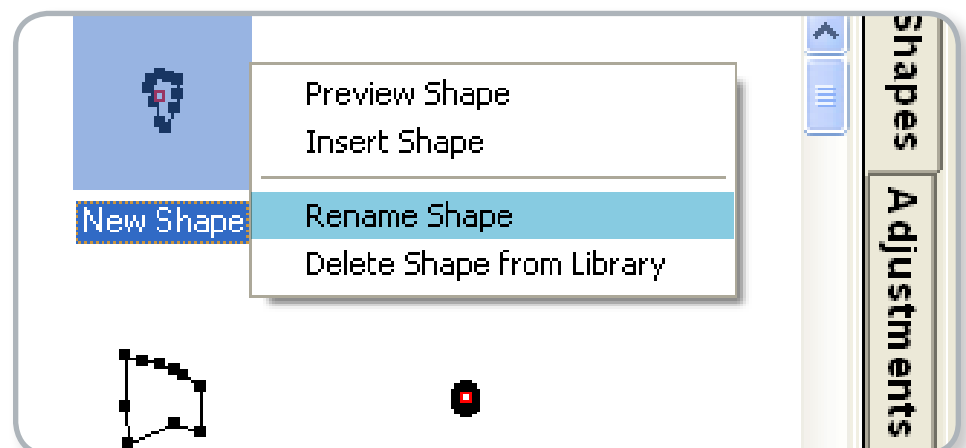
You can add any shape to the *Shape Library*. Once saved in the library, your new shape will be available for all future clients. Because of the software's Smart Feature the shape will automatically resize for foot size, mirror for the right or left foot, and place the adjustment in the same location of the foot.

To save to the library, right click over the shape and select *Add to Library*.



Renaming your Shape

To rename your shape, right click over that shape, select Rename Shape and then type in the desired name.



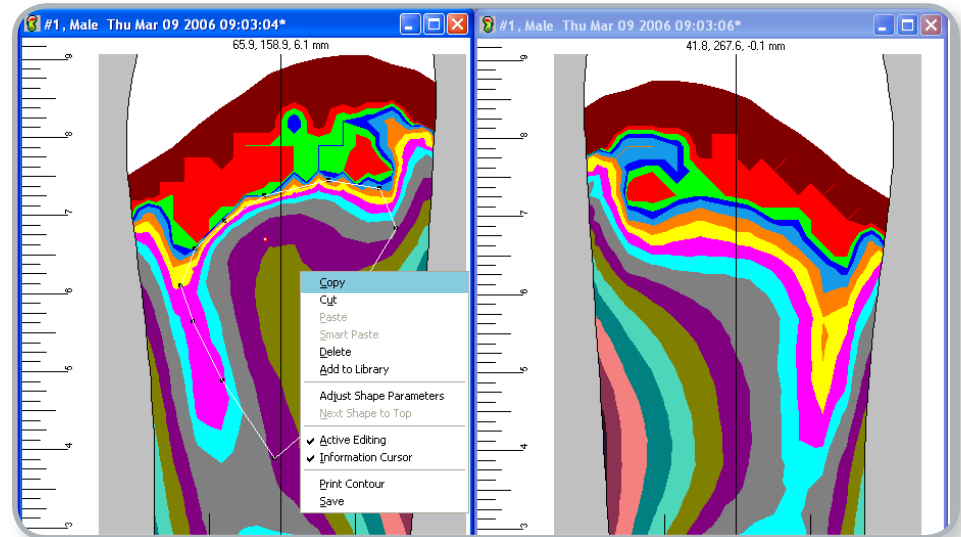
USING THE TOOLKIT

Copying Your Shape From One Foot To Another

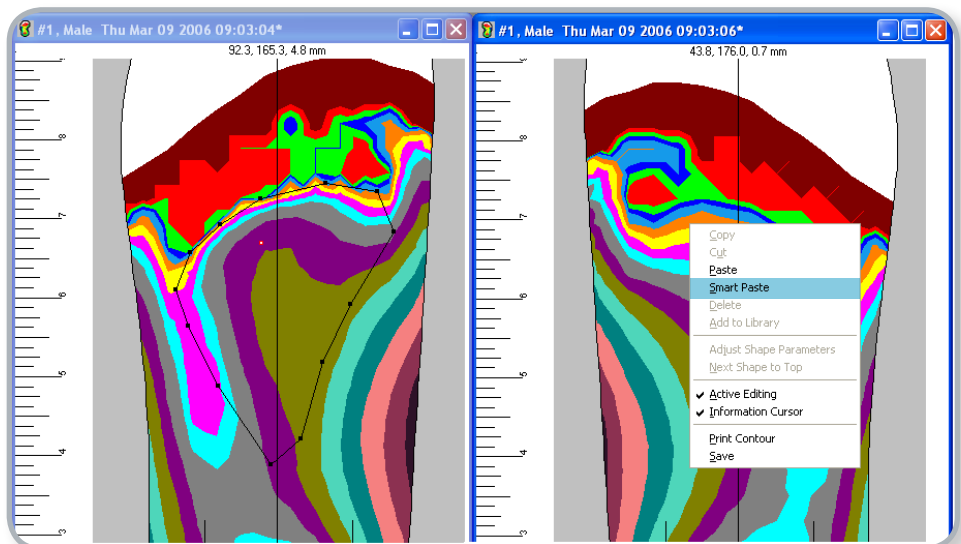
Creating a duplicate of any shape is easy with the software's Smart Feature.

To make this transfer easy, first change your view to *Tile Vertically*. Do this by selecting the *Windows* menu, and then choose *Tile Vertically*. (See page 20)

Then, right click over the shape you would like to copy. Select *Copy*.

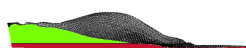


Go to the opposite foot editor and right click on the 2-D contour to view another menu. If you select *Paste*, the adjustment will drop where your cursor is; however, if you choose *Smart Paste* the software will automatically place it in the exact position as the opposite foot.



Adjustments Tab

The magnified diagram below shows the Adjustments tab. This window allows you to customize the orthotic by adjusting a variety of options.



A Thickness - Here you are able to override the preset orthotic thickness per foot, allowing you to make orthotics that are two different thicknesses. The minimum thickness is the thinnest the orthotic will be at the lowest areas. Possible range: 1.5 mm - 16 mm.



B Heel Lift - A linear ramp that runs from the heel to the ball of the foot. It will increase the minimum thickness under the heel. Possible range: 0-12 mm.



C Sulcus Rise - Sets the maximum height of the sulcus or toe crest contour. This adjustment only limits the height of the sulcus, it does not create one. Possible range: 0-9 mm.

D Size - Size will default to the size of the scan or the patient information entered by operator in the Customer Maintenance screen at the time of the scan.

USING THE TOOLKIT

The magnified diagram below shows the Adjustments tab. This window allows you to customize the orthotic by adjusting a variety of options.



E

Lateral Arch Support - This adjustment allows the operator to reduce or increase the amount of support under the lateral arch area. This adjustment is specified by a percentage. Possible range: -30% to +30%.

F

Total Support - Reduce or increase the amount of support across the entire area. Example: If an area under the foot measures 20 mm and the Total Support is set to +10%, the mill cuts that area at 22 mm above the minimum orthotic thickness.



G

Medial Arch Support - This adjustment allows operator to reduce or increase the amount of support under the medial arch area. This adjustment is specified by a percentage. Possible range: -30% to +30%.



H

Heel Cupping - Allows the operator to reduce or increase the amount of support around the heel area. Example: If an area around the heel measures 20 mm and the Heel Cupping is set to +10%, the mill cuts that area at 22 mm above the minimum orthotic thickness and the Heel Lift. Possible range: -30% to +30%.

USING THE TOOLKIT

The magnified diagram below shows the Adjustments tab. This window allows you to customize the orthotic by adjusting a variety of options.

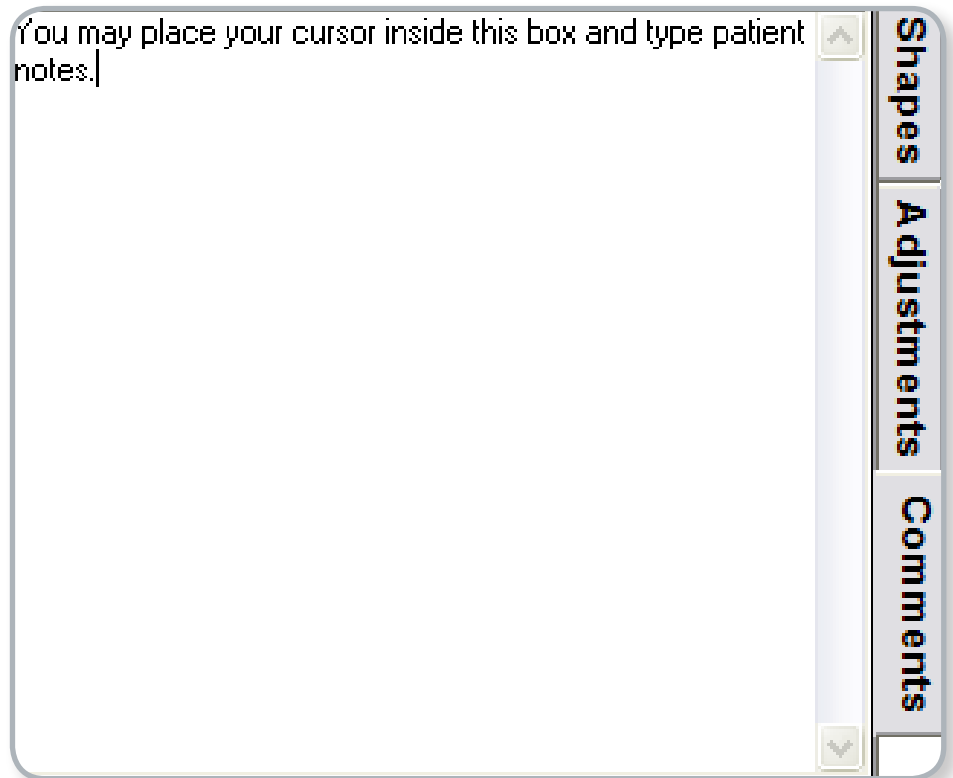
The screenshot shows a software window titled 'Adjustments' with three tabs: 'Shapes', 'Adjustments', and 'Comments'. The 'Adjustments' tab is active. It contains several input fields with up/down arrows for adjustment. The fields are organized into two columns. The left column includes 'Thickness' (set to 2.0 mm), 'Sulcus Rise' (empty), 'Lateral Arch' (empty %), 'Medial Arch' (empty %), 'Lateral Heel' (empty deg), and 'Medial Heel' (empty deg). The right column includes 'Heel Lift' (empty mm), 'Size' (set to 11), 'Total' (empty %), 'Heel Cup' (empty %), 'Inversion' (empty deg), and 'Eversion' (empty deg). To the left of the 'Lateral Heel' and 'Medial Heel' fields are red circular icons with white letters 'I' and 'K' respectively. To the right of the 'Inversion' and 'Eversion' fields are red circular icons with white letters 'J' and 'L' respectively.

- I Lateral Heel Post** - A pre-defined wedge is placed from the center line of the foot toward the lateral side. It runs from the back of the contour to approximately 8 mm in front of the low point of the heel. It blends in an additional 8 mm further forward. Possible range: 0-9 degrees.
- J Inversion Ramp** - A pre-defined wedge is placed from the center line of the foot toward the medial side. It runs from the back of the contour to approximately 8 mm in front of the low point of the heel. It blends in an additional 8 mm further forward. Possible range: 0-9 degrees.
- K Medial Heel Post** - A full length wedge. Builds up the medial side of the orthotic. Possible range: 0-9 degrees.
- L Eversion Ramp** - A full-length wedge. Builds up the lateral part of the orthotic. Possible range: 0-9 degrees.

USING THE TOOLKIT

Comments Tab

This window is designed to let you type in certain information about the foot scan that will help Amfit or another fabricating facility customize the orthotic.

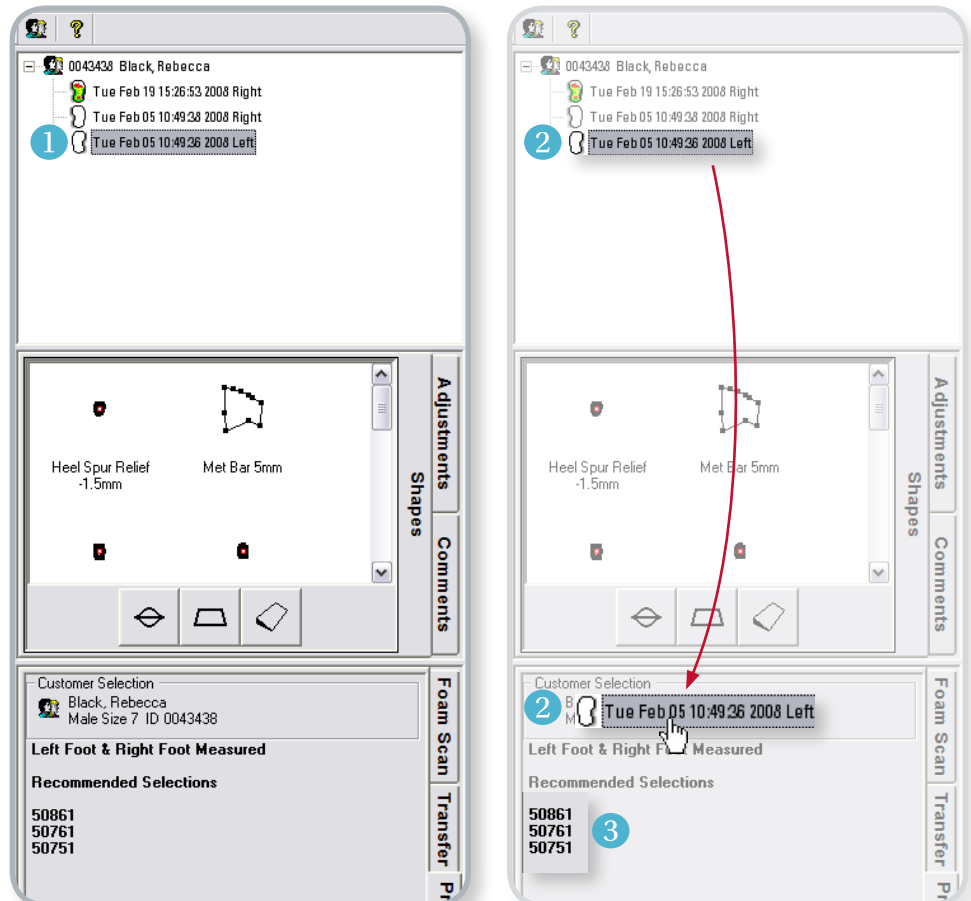
A screenshot of a software window titled 'Comments Tab'. The window has a large text area for typing. At the top of the text area, it says 'You may place your cursor inside this box and type patient notes.' followed by a cursor. On the right side of the window, there is a vertical tab bar with three tabs: 'Shapes', 'Adjustments', and 'Comments'. The 'Comments' tab is currently selected and highlighted. There are small up and down arrow buttons at the top and bottom of the text area.

NOTE: This information is specific to each individual foot.

You can copy the comments from one foot record to another. Highlight the text you would like to copy, then right click and select *Copy*. Then go to the other Comments Window and select *Paste*.

Preforms Tab

To use this window, follow the directions below.



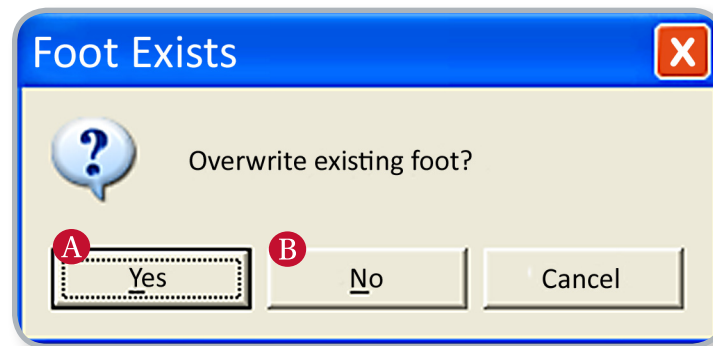
- 1 First, select a client from your database so the file is highlighted.
- 2 Next, with your mouse drag the foot file into the *Customer Selection* window of the Preforms tab and drop.
- 3 After dropping the foot files into the *Customer Selection* window, the recommended Custom Select style numbers will appear. The three numbers are the styles that should best fit your customer. For programming the correct Sku default, please see page 10.

Saving Your Records

You are required to save the files before you can transfer them to your milling machine or fabrication facility, or use the *Preform* tab.

To save your files, go to the *File* drop down menu, and select *Save*. You will need to save each foot record separately.

You can have multiple files of the same scan. When you make additional modifications to a saved file then you have the option of either saving over the additional record or creating a new record. Save your original file as normal, and then you will get the following window.

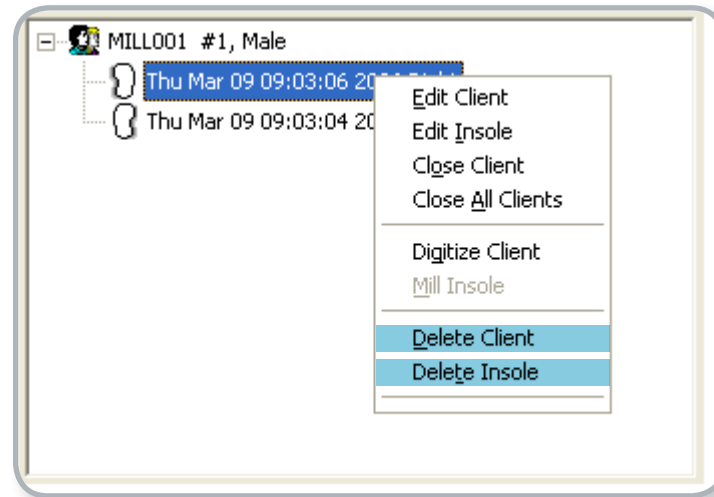


- A** If you select Yes, you will overwrite the existing foot with the new modifications and changes to the design.
- B** If you select No, the software will create a new file allowing you to have two foot records of the same scan, but with different modifications.

Deleting Your Records

You can easily delete a foot record or client record from the software.

To delete a foot record that has not been saved, then simply close that record. A *Save Foot* window will pop up, and simply select No to close out that foot record and not save it.



- 1 Delete Insole - Select this option if you want to delete a saved foot record. This will delete one foot record at a time.
- 2 Delete Client - Selecting this will delete the entire Client Record and all of it's saved foot records.



Please note that once you delete a record, that action cannot be undone.

COMMUNICATIONS

In this section you will learn how to transfer files to your Mill, Amfit's Central Fabrication facility, or an other remote location.

- Transfer Options.....50**
- Selecting Records to Transfer.....52**
- Receive Records 54**
- Auto Merge.....55**

COMMUNICATIONS

Transfer Options

The Amfit Windows-based program allows you to easily transfer patient files from one Amfit system to another. This can be accomplished in one of the following ways:



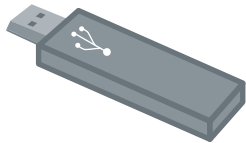
Telephone Transfer

The two systems are connected via an ordinary telephone line. This is the best mode of communication when there is a central milling site and Impress Scanners in the field. It is also the mode that allows Amfit to provide back-up milling capacity for milling machines in the field.



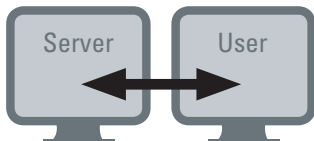
Serial Cable Transfer

The two systems need a serial cable (optional) that connects them together. This is the best mode of operation for two systems located at one site that need to share information.



Disk File Transfer

The system copies the patient records to a folder on your PC, your network, or a portable media such as floppy disks or a media stick. The records can then be loaded onto any other system that runs the Amfit software.



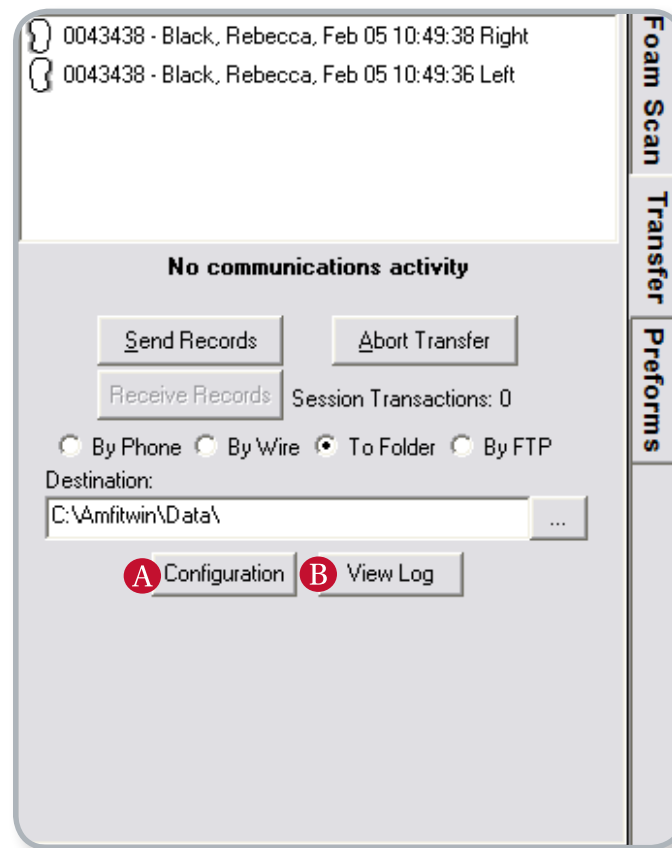
FTP

This is the preferred method of transfer for Amfit Central Fabrication. This is the language used for file transfer from computer to computer across the internet. The system will send selected records directly to a designated fabrication center.

Transfer Options

If you need to make any changes to your transfer default before sending the records then you can make those change by selecting the *Configuration* button. This will open the *Options & Settings* window. See page 9.

You may also review your past transfer activity by selecting the *View Log* button. This allows you to verify if certain files have or have not been sent to their destination.



- A Configuration** - Brings up the *Options/Setting* window. See page 9.
- B View Log** - Brings up a window to view the past transfer activity.

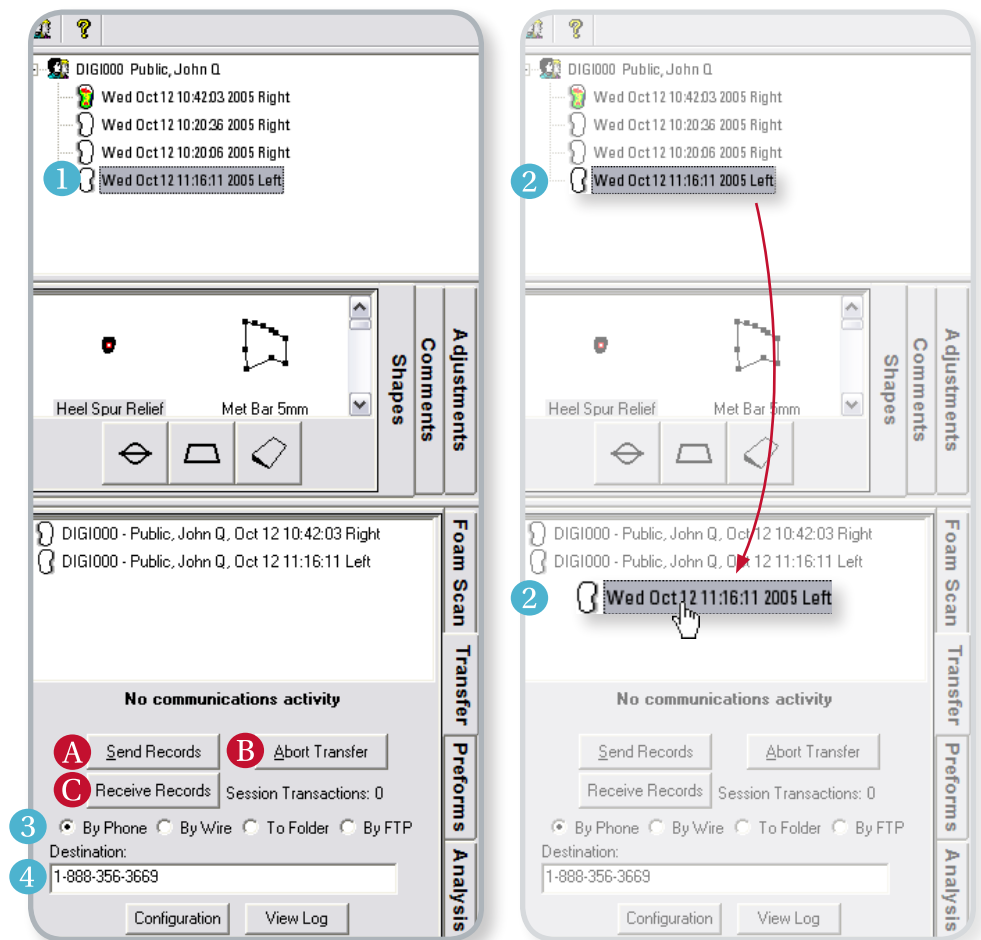
Selecting Records to Transfer

The communications process is very straightforward. You need to tell the computer what you want to send and then tell it how to send. The first part is referred to as selecting records. The second part is selecting the mode of communications; phone, cable, file or FTP.

- A Send Record** - Click to begin transfer.
- B Abort Transfer** - Click to stop the transfer of files.
- C Receive Records**



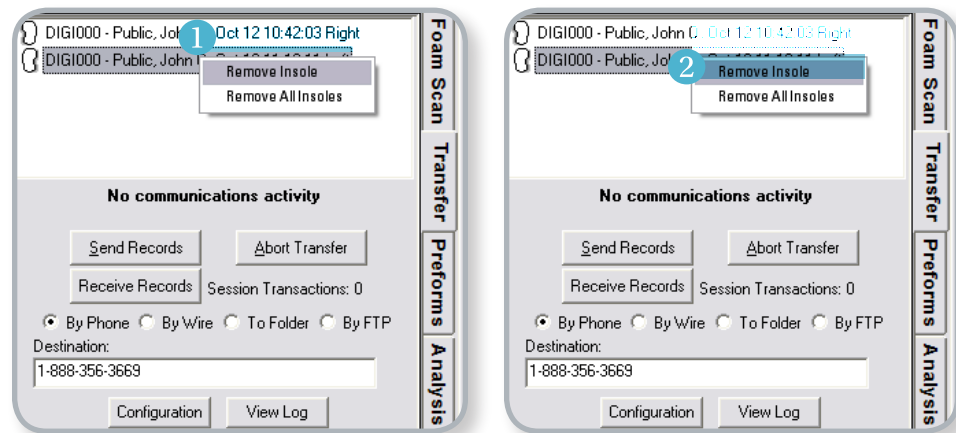
You may select multiple records to transfer from any open customer.



How to Transfer Files

- 1 Select record to transfer.
- 2 Drag and drop the selected record into the *Transfer* box.
- 3 Select type of transfer: *By phone*, *By wire*, *To folder* or *By FTP*. This will default to your preferred mode of transfer as set in the Options & Settings window. See page 9
- 4 Enter the appropriate destination; if by phone enter phone number, if to folder enter a drive and path name, etc. See page 10.

Operations on Select Records



How To Remove Records

- 1 Right click on the record you would like to remove from the *Transfer* window. Select *Remove Insole*.
- 2 To clear the window, select *Remove All Insoles*.

How To Receive Database Records



If the method selected is By Phone, the computer will monitor the phone line connected. Every phone call will be answered automatically.



A dedicated phone line is highly recommended.

0043438 - Black, Rebecca, Feb 05 10:49:38 Right
0043438 - Black, Rebecca, Feb 05 10:49:36 Left

No communications activity

1 ☒ By Phone ☐ By Wire ☐ To Folder ☐ By FTP

Destination:
C:\Amfitwin\Data\

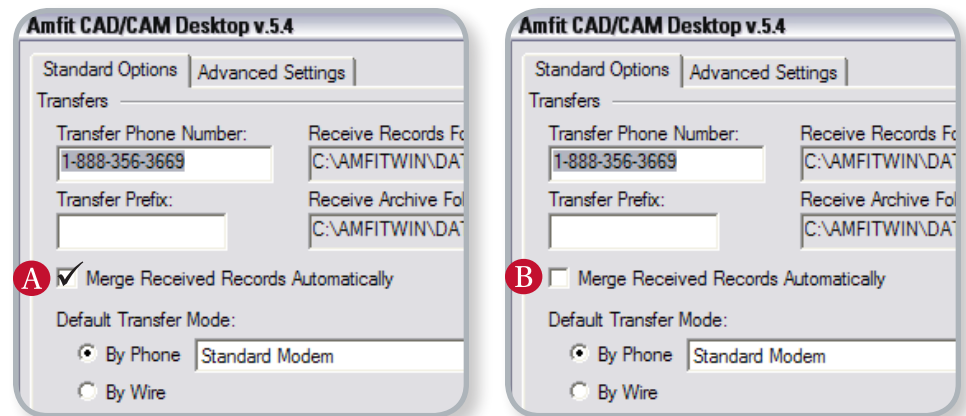
2 Session Transactions: 0

- 1** Select method of transfer, next select Receive Records. The system is now ready to receive a file via the method of transfer selected.
- 2** To abort the receive records process, click on the *Receive Records* button again.

COMMUNICATIONS

Auto Merge

When the Amfit software is placed in receive mode, an incoming file is handled in one of two ways, depending on the Auto Merge configuration.



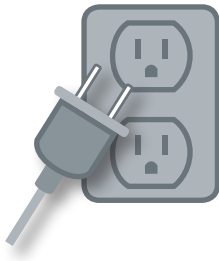
- A** If **Auto Merge** is enabled, the records in the incoming file are immediately merged with the local database, and the file is archived in the designated archive directory.
- B** If **Auto Merge** is disabled, the incoming file is placed in the designated receive directory, and the software does nothing further with it.

To enable (check) or disable (uncheck) Auto Merge, open the *Options & Settings* window (shown above) and select *Merge Received Records Automatically*. Click the *Apply* button to save changes.

TROUBLESHOOTING

General

This guide is not intended to train anyone to become an experienced Amfit service technician. Instead, it provides you with a summary of common, simple problems, and their solutions.

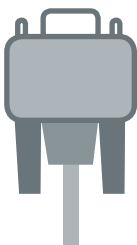


First check the system for the following:

System power source is plugged into adequate electrical outlet



The system is turned ON



All cable connections are secure

MAINTENANCE

In this section you will learn the basic steps to keep your Impress Scanner in good condition, and about Amfit’s Warranty coverage.

Care & Maintenance.....58

Statement of Two-Year Limited Warranty.....59

MAINTENANCE

Care & Maintenance

Protect against dust buildup - This is one of the most important things you can do to maintain your machine. Foam dust is harmful to the scanner, and can hamper system operation. Use a lint-free cloth, or vacuum, to remove foreign debris and dust from the system's interior daily, or more often if necessary. Do not use compressed air.

Check the exterior hardware and connections - the scanner is factory calibrated and will provide many years of accurate scanning. To maintain system accuracy ensure the system is situated on a firm, level surface. Ensure all mounting hardware and connections are secure and intact.

Annual service inspection - though not required, it is recommended that the system is returned to the factory for a system checkup to adjust lasers, cameras, and perform an overall system realignment on an annual basis. The annual service check-up is usually completed within 2 to 3 days.

NOTES AND WARNINGS

The laser scanner in this product complies with safety standard IEC 60825-1 for a Class 1 Laser Product. It also complies with CDRH as applicable to a Class 11a Laser Product.

Radiant Energy - the laser scanner uses on low-power visible laser diode operating at 650nm in an opto-mechanical scanner, resulting in less than 3.5mW radiated power as observed through a 7mm aperture and averaged over 10 seconds.

The scanner does not contain any repairable components. For this reason do not remove the exterior panels of the system. Return the system to the manufacturer if system malfunctions occur.

MAINTENANCE

Statement of Two-Year Limited Warranty

Amfit, Inc. warrants for a period of two years, all new Digitizers, Impress Scanners and Mills, purchased and operated in the United States and Canada, to conform to the manufacturer's specifications and be free from defects in workmanship and materials. Customer assistance regarding the warranty or purchase of an extended maintenance service plan may be obtained by calling 800-356-3668 ext 260.

Amfit does not offer on-site repairs. Any equipment requiring repairs must be returned to Amfit, Inc., Vancouver, Washington. All service/repairs will be conducted at the factory; call our service line at 1-888-699-2100 for more information. Amfit will provide its best efforts to complete the service/repair within 2 weeks after receipt of equipment. For customers owning a mill, during the period the mill is not in service, Amfit will provide insole fabrication at its central facility for a discounted price: a) under warranty, blank cost plus \$3.00 per pair, or; b) out of warranty, standard fabrication cost.

Amfit will, at its option, repair or replace (on exchange basis) the defective unit without charge for parts and labor. During the first 6 months of the warranty Amfit will pay the shipping and insurance charges to and from Amfit, and during the second 6 months of the warranty shipping and insurance charges are the responsibility of the customer.

Shipping damages or missing accessories must be reported within seven (7) days of receipt of equipment - absolutely no exceptions.

Should your Amfit product prove defective during its warranty period, please phone or fax Amfit directly, describing in detail the problem. An Amfit representative will contact you and attempt to resolve your problem by telephone or by modem connection. If the problem cannot be resolved by telephone or through modem diagnostics, the Amfit technical representative will issue an RMA number for the return of equipment for factory service.

Any defective parts replaced under warranty must be returned to Amfit within seven (7) days of actual receipt of replacement parts. Failure to return defective parts will result in the full retail price of the new part being billed to your account.

When returning equipment for factory repairs, please make sure the product is securely packaged in its original container or a proper equivalent. Products arriving damaged due to improper packaging will remain the sole responsibility of the shipper. Include proof of original purchase date or a copy of your maintenance service contract. Also include any detailed notes you may have made regarding equipment failure and names of technical personnel you have spoken with regarding the problem. Please write your RMA number on the outside of the package and on all documentation included with returned equipment.

Address all shipments to:
5408 NE 88th Street
Unit D-406

ORDERING SUPPLIES

Now that you are an Amfit customer, how do you order more supplies? What happens if you need to return a produce? We provide you information on how to place an order, how to return a product, and who to speak with at Amfit.

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Style Descriptions	65
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ORDERING SUPPLIES



To find current order forms and price lists, logon to the Customer Resource page on Amfit's website at www.amfit.com. Contact Customer Service for the login and password.

Placing an Order

Now that you're an Amfit Customer, you will be purchasing supplies for your new Amfit system. To place an order, fill out a current order form and fax to the number listed on the form.

Available Materials

A wide variety of materials are available from Amfit to serve your customer needs. Contact an Amfit Sales representative, or Customer Service representative to find out more about the materials we offer.

Contacting Amfit Customer Service
Fax: 360-566-1380
Phone: 800-356-FOOT (3668) ext 254
E-mail: customerservice@amfit.com
www.amfit.com

Shipments

We usually ship your order within 48 hours of receipt. Items can be rushed upon request.

Amfit Credit Policy

To establish credit with Amfit you must fill out a credit application. Amfit will give you terms based on the information you provide. Please contact Amfit's accounting department for a credit application.

Returns

If Amfit has made an error in an order (i.e. shipped the wrong item), we will accept a return and ship out the correct item. If Amfit shipped short on an item, we will either issue a credit for the item or ship out the shorted material(s).

If materials are defective due to manufacturing or workmanship errors, we will repair or replace them at our option. All claims must be made within 30 days.

See the Return Policies on page 64 for more information.

Amfit Orthotics Blanks

Amfit orthotic blanks are available in the following densities:



Soft Density

Shore A durometer of less than 30
Ideal for arthritis and osteoarthritis patients



Medium Density

Shore A durometer of between 30 and 45
Ideal for most patients and diabetics
Provides control with comfort



Firm Density

Shore A durometer greater than 55
Provides maximum control



Dual Density #1

Most of the blank is medium density, with a horseshoe of firm density around the heel. Provides extra control in the heel, while still maintaining a high degree of comfort.



Dual Density #2

Most of the blank is medium density, with a firm material in the heel. Provides extra control in the heel, while still maintaining a high degree of comfort.



Cork



Charcot (show in Firm Density)

Available in Soft, Medium and Firm densities. Formed to fit the unique shape of a charcot, PTTD, and severe pes planus feet.



Die Cuts (shown in Firm Density)

Available in Soft, Medium and Firm densities. Designed to create fillers to accommodate forefoot, metatarsal and other amputations in the foot.



Foam Blocks

Porous blocks to mill positives for the purposes of vacuum forming plastics, carbon, cork and other materials.

ORDERING SUPPLIES

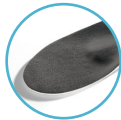
Amfit Top Covers

The following gives a brief description of the top covers available to you with Amfit's Central Fabrication Service. Amfit top covers are available in the following materials:



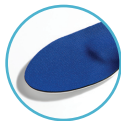
Black Cambrelle (1mm) • Blue Cambrelle (1mm) • Brown Cambrelle (1mm)

Advanced non-woven synthetic fabric with wicking action for protection against moisture buildup. An excellent choice for ski boots and casual footwear. Available in black, blue or brown.



Black Leather (1.5mm) • Blue Leather (1.5mm)

Offers a high level of air permeability and absorbability, keeping feet dry and hygienic. Available in black or blue.



Black Spenco (4mm) • Blue Spenco (2mm)

Best for shock-absorption and a reduction in friction while improving overall foot comfort. Popular for athletics, but great in all shoes.



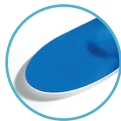
Dryz Black (2mm)

Manages moisture where it's needed most. Absorbs moisture and converts to a dry-gel within the orthotic. Gelled moisture dissipates continuously throughout wear and completely when removed. The anti-microbial properties fight odor-causing bacteria. Best used for athletic and casual wear.

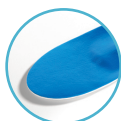


Leatherette (1mm)

A quality, thin, synthetic leather liner with a luxurious look and feel. Excellent for most applications.



Micro Cell Puff (2mm) - Excellent shock-absorbing qualities with a solid return of material with each step. Great for walking.



NBS (1.5mm)

A premium synthetic cover similar to Poron that is extremely durable and low-shear. Adds additional cushioning, making it a superb choice for everyday footwear.



Plastazote (6mm)

Designed for comfort. This top cover minimizes foot irritations with its less abrasive qualities. Offering both protection and cushioning to the foot, Plastazote reduces friction and evenly distributes weight.



Poron Plastazote (5mm)

Superior cushioning and pressure distribution for the diabetic and sensitive foot. Minimizes foot irritations with Plastazote and Poron laminate, which is padded and pocketed for additional protection. The shock-absorbing, breathable material is also compression resistant. The best choice for diabetic patients.

ORDERING SUPPLIES



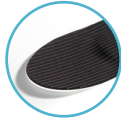
Smoked Navy (1mm)

Features moisture transmission and a reduction in friction. Breathable air-cooled liner good for dress shoes, slippers and boots.



Tan Suede (1mm)

A premium leather cover with a light tan textured suede nap made for durable comfort plus breathability, Good for shoes, slippers and boots.



X-Static (2mm)

Premium liner that delivers unparalleled anti-odor, thermodynamic and anti-microbial properties. Silver is the world's most effective anti-microbial and thermally conductive element. The silver fibers eliminate the growth of odor-causing bacteria by binding with ammonia and denatured proteins resulting in instant odor reduction. Silver fibers help prevent heat and friction, reducing the chances of hot spots and blistering. Excellent for athletics and extended wear.



Custom Top cover

Choose this option if you have a special request on your top cover, such as unattached or additional layers. Then specify your needs in the comments section of the patient's file.



No Top cover

If you choose this option then your orthotic will arrive without a top cover.

ORDERING SUPPLIES

Style

These style selections do not change or alter the foot scan. They only change the default density of the orthotic and communicate to Amfit's central fabrication department how you want your orthotics made. We have automatic fabrication processes steps for specific style choices, which are described below.

STYLE	DEFAULT THICKNESS	FABRICATION PROCESS
¾ Stealth Rigid	Does not apply to this device	Rigid Carbon Fiber device with ¾ black leather top cover
¾ Stealth Flex	Does not apply to this device	Flexible Carbon Fiber device with ¾ black leather top cover
Custom Insole	3 mm	None
Cycling	2 mm	None
Diabetic TSB	2mm	3 pair of Diabetic inserts - Medium density with Poron Plastazote top cover. You will automatically be billed for 3 pairs at \$108.99.
Dress	1.6mm	The insole is cut down to ¾ length, and we do extra grinding under the arch and around the heel
FL Stealth Rigid	Does not apply to this device	Flexible Carbon Fiber device with full-length black leather top cover
FL Stealth Flex	Does not apply to this device	Flexible Carbon Fiber device with full-length black leather top cover
Hiking	3mm	None
In-Line Skates	2mm	None
Pump	1.6 mm	None
Running	3 mm	None
Ski	4 mm	None
Sport	2 mm	None
Walking	2 mm	None



If you want only one pair of Diabetic TSB, then do not choose this option. Make your selections in the Coverings and Density drop down menus and choose Custom Orthotic as your style.

Fabricated Orthotic Return Policy

Effective July, 2007

Please mail all returns to:
Amfit, Inc
5408 NE 88th St.
Unit D-406
Attn: RMA _____
Vancouver, WA 98665

Worldwide, the return rate of Amfit fabricated orthotics is less than 5%. Here at Amfit, we pride ourselves in the fact that we manufacture insoles exactly how our customers want them. However, we understand that returns are sometimes necessary. This return policy has been created to expedite the return process and ensure that our customers receive the credit they deserve.

Before requesting a return, please note the following:

- Orthotics must be returned to Amfit within 45 days of receipt in order for a credit to be issued.
- Include a copy of the original sales order or invoice with the orthotics being returned.
- Contact the Fabrication Department at 1-800-356-3668 ext 254 or 261 for a Return Merchandise Authorization (RMA) number. Any package that is not pre-approved for return, or not clearly marked with a RMA number, will be refused.
- The customer is responsible for the shipping costs of returned and replacement orthotics except as noted below.
- Normal orthotic wear and material breakdown is not covered under this return policy.
- All returns are subject to inspection before a credit determination is made. Returning insoles does not guarantee a credit will be issued.

If the return is authorized for a credit, then a full or partial credit will be given based on the following:

- If Amfit makes an error in the fabrication of an order, or there is a defect in materials or workmanship, we will replace the defective orthotic at no charge for the insole or shipping to the customer. The defective orthotic still must be returned to Amfit, or we will charge for the replacement. If the customer chooses not to have a replacement orthotic made, a credit in full will be issued to their account when the defective pair is returned.
- If the customer makes an error or provides incorrect order information, a credit will be issued less a \$25.00/pair* material charge. Customer error includes:
 - *Incorrect scanning technique or approach*
 - *Incorrect size requested*
 - *Incorrect density ordered*
 - *Incorrect top cover ordered*
 - *Incorrect mechanical or software adjustments (including thickness)*
 - *Failure to note specific orthotic sanding preference.*
 - *Width problem due to incorrect sizing of blank to shoe*

*Stealth Rigid Insoles are subject to a \$50/pair material charge.

Orthotics returned for any reason beyond this policy's definition will be inspected by Amfit's Fabrication Manager to determine if a credit, or replacement, will be issued.

ORDERING SUPPLIES

Custom Select Return Policy

Effective January, 2006

Please mail all returns to:
Amfit, Inc
5408 NE 88th St.
Unit D-406
Attn: RMA _____
Vancouver, WA 98665

This return policy has been created to expedite the return process and ensure that our customers receive the credit they deserve.

Before requesting a return, please note the following:

- Inserts must be returned to Amfit within 30 days of sale to the end-user in order for a credit to be issued.
- A copy of your stores dated sales receipt to the end-user must be returned with the insole.
- Contact the Customer Service Department at 1-800-356-3668 ext 261 to request a Return Merchandise Authorization (RMA) number. Any package that is not pre-approved for return, or not clearly marked with a RMA number, will be refused.
- The customer is responsible for the shipping costs of returned and replacement inserts except as noted below.
- Normal wear and material breakdown is not covered under this return policy.
- Amfit will not issue a credit or refund for any insert that has been modified or altered.
- All returns are subject to inspection before a credit determination is made. Returning insoles does not guarantee a credit will be issued.

If the return is authorized for a credit, then a credit in full will be given based on the following:

- Customer dissatisfaction Amfit offers a 100%, 30-day guarantee on all Custom Selects. This includes comfort and durability and is limited to end-user satisfaction.
- Defective Insole Amfit will replace any defective insole at no charge for the insole or shipping. The defective insole must be returned to Amfit, or we will charge for the replacement. If the customer chooses not to have a replacement sent then a credit in full will be issued to their account when the defective pair is returned.
- Amfit Error This is limited to items received incorrectly. Amfit will replace incorrectly shipped items at no charge if customer chooses to return the incorrect items received. Amfit will not issue a credit if customer chooses to keep incorrect items, and customer must pay for additional items to be shipped. Amfit must be notified within 10 days of any shipment errors in order to qualify under this return policy.

Orthotics returned for any reason beyond this policy's definition will be inspected by Amfit's Operations Manager to determine if a credit, or replacement, will be issued.

Blanks Return Policy

Effective January, 2006

Please mail all returns to:
Amfit, Inc
5408 NE 88th St.
Unit D-406
Attn: RMA _____
Vancouver, WA 98665

Returns are accepted for Damaged Freight, Shipping Errors, Defective Blanks, Ordering Errors, and Milling Errors as specified below. Before returning any blanks you must contact the Customer Service department at 800-356-3668 ext 254 or 261, to obtain a return merchandise authorization (RMA) number.

- Any package that is not clearly marked with a RMA number will be refused.
- All blanks must be returned in order for a credit to be issued.
- All returns are subject to inspection before a credit determination is made.
- If the return is authorized for a credit, then a full or partial credit is allowed based on the conditions of the return.
- Shipping costs to return, or replace, the merchandise is the responsibility of the customer unless specified otherwise below.

Damaged Freight: Any shipment that arrives damaged to the customer must be reported to Amfit within 24 hours of receipt.

- Amfit will replace any damaged insoles and file a claim with the freight company to recover the loss.
- The damaged insoles must be returned to Amfit.

Shipping Errors: The customer receives non-requested items, or is shorted items due to Amfit error.

- Notify Amfit of an order error within 10 days of receipt for a credit to be issued.
- If you receive items you did not order, Amfit will issue a call tag and pick up the items within 48 hours. If you were charged for the blanks, then a credit will be issued to your account upon their return.
- If you were short shipped Amfit will either issue you a credit for the items not received, or ship the missing items to you.
- Any shipping costs incurred to send out the correct blanks, or return incorrect blanks due to Shipping Errors, as defined above, will be the responsibility of Amfit.

Defective Blanks: Blanks with obvious defects such as air bubbles or separation of the blanks (for Duals).

- Any defect in the blanks must be returned to Amfit within 30 days of notification of the problem.
- All defects are subject to review before a credit determination is made.
- Amfit will test returned Insole blanks for incorrect density. If they meet our QC specifications no credit will be issued.

ORDERING SUPPLIES

Ordering Errors: The customer places an incorrect blanks order with Amfit, (Male/Female, density, size, etc.), and the order is shipped.

- Amfit must be notified within 10 days of receipt if you wish to return any wrongly ordered blanks.
- All blanks returned due to customer Ordering Errors are subject to a 20% restocking fee.
- A credit will be issued to the account upon arrival and inspection of the return.

The Milling Machine Incorrectly Mills a Blank: This is likely due to a mechanical problem with the mill.

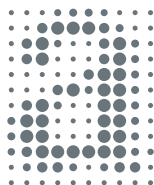
- Amfit Technical Support, 888-699-2100, must be called within 5 days to report the problem.
- Returns are limited to 5 pairs of blanks, unless otherwise approved by technical service
- Amfit will issue a call tag within 48 hours to have the blanks shipped to our warehouse.
- A credit will be issued to the account upon arrival and inspection of the return.

Operator Error Milling Insole Blanks: Due to using the wrong blank, density, size, etc.

- Amfit assumes no liability for operator error and will not replace blanks rendered unusable as a result.

Blanks returned for any reason beyond this policy's definition requires inspection by Amfit's Manufacturing Manager to determine if a credit, or replacement, is acceptable.

COMPANY DIRECTORY



Amfit, Inc
5408 NE 88th St, D406
Vancouver, WA 98663-1905
Tel: 360-573-9100
Toll free: 800-356-3668
Fax: 360-566-1381

ACCOUNTING DEPARTMENT

Fax: 360-566-1380

Accounting Manager	Becky Rogers	ext 251	brogers@amfit.com
AR/AP Accounting Clerk	Kelly Maupin	ext 262	kmaupin@amfit.com
Accounting Clerk	Debi LeCount	ext 257	dlecount@amfit.com

CUSTOMER SERVICE/ORDER PROCESSING DEPARTMENT

Fax: 360-566-1380

Customer Service Supervisor	Tiffany Robles	ext 261	trobles@amfit.com
Customer Service/Order Processing	Rafael Vasquez	ext 254	rvasquez@amfit.com
Fabrication Supervisor	Julio Garcia	ext 287	jgarcia@amfit.com
Technical Support Direct: 888-699-2100	Demetrius Williams	ext 265	dwilliams@amfit.com
Clinical Support 800-722-2217	Jose Perez	ext 268	jperez@amfit.com

SALES & MARKETING

Fax: 360-566-1381

Sales Manager	Gordon Rabing	ext 260	grabing@amfit.com
Sales & Marketing Coordinator	Melanie Bell	ext 266	mbell@amfit.com
Sales Associate	Amanda Turmel	ext 277	aturmel@amfit.com

RECEIVING STATION – TRANSFER PHONE NUMBER

(See page 9 Configuring Your Software Defaults)

1-888-356-3669